



COVID-19 PLAYBOOK

July 2020

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1 INTRODUCTION

Because Unity^{BPO} provides Health IT support for healthcare clients across the country, including Seattle and New York City, we have been dealing with the effects of the COVID-19 emergency since late January. As an essential business, we quickly had to plan and architect solutions to operate safely when the CDC and WHO were just beginning to issue guidance. As states began to generate guidelines as well, we have been following the New Mexico Department of Health's (DOH's) guidelines for COVID-Safe Practices (CSPs) throughout the Stay at Home order, which, as of 15 May 2020 are as follows:

1. Limit operations to remote work to the greatest extent possible.
2. Arrange workplace to provide for 6 feet of distance between individuals wherever possible.
3. Close common areas where personnel are likely to congregate wherever possible, or modify them to minimize contact.
4. Provide for all meetings to take place remotely whenever possible.
5. Ensure all employees have at least cloth face coverings and wear them in the workplace at all times when in the presence of others.
6. Train all employees on daily cleaning and disinfecting protocol, hygiene, and respiratory etiquette (e.g., covering coughs).
7. Make handwashing, sanitizer, and other hygiene support available to employees.
8. Screen employees before they enter the workplace each day (verbally or with a written form or app). Send employees home who are experiencing the following COVID-19 symptoms related to COVID-19 and direct them to obtain free testing through DOH:
 - a. Fever, cough, sore throat, and/or shortness of breath
 - b. Chills, repeated shaking with chills, or muscle pain
 - c. Headache
 - d. Loss of taste or smell
9. Prohibit employees to return to work until the end of the 14-day self-isolation period who have had known close contact to a person who is lab-confirmed to have COVID-19.
10. Minimize non-essential travel. Adhere to CDC guidelines and state orders regarding isolation following out-of-state travel.
11. Adhere to all CDC and OSHA guidelines.

We are making available our COVID-19 playbook to other business offices who will be reopening so that they may compare their planning with a company who has continued to operate successfully throughout the public health emergency. We developed a communications plan and created many documents and policies to ensure that we were complying with Governmental safety guidelines as they have evolved. It is our sincere hope that we can smooth the path for other businesses to reenter their workplaces. Please feel free to not only leverage our strategies and lessons-learned, but also to use or tailor any documents or communications we created, copies of which are located in the appendices.

2 COMMUNICATIONS

Communications was and is an integral component of our COVID-19 Playbook. In the initial stages of the COVID-19 crisis, we had two main audiences—Unity employees and Unity clients—and as things developed, we had a third audience, the media.

Here are the steps we followed in our communications plan to develop messaging and to disseminate it.

Step 1. Form 2 leadership teams – a larger team to gather data, report on project progress and outcomes, develop consistent themes for our company’s messages, and communicate strategies. A smaller team to make decisions, review policies, and discuss financial impact.

To address the complexity of modifying an entire business, the Unity^{BPO} executive team formed a COVID-19 Response Team, comprising all managers and key support team members. The COVID-19 Response Team Daily Huddle met daily for 30–60 minutes beginning in mid-March until early April, at which time the team began meeting twice a week for 30 minutes. The executive team developed an agenda:

1. **Updates from the Centers for Disease Control and Prevention (CDC), the World Health Organization (WHO), and Departments of Health (DOHs) for states where we have staff -- particularly in field services supporting hospitals** – These updates focused on potential impacts to our clients and on garnering science-based guidelines for slowing the spread of the novel coronavirus.
2. **Training & Communications** – The Training & Communications team reported on what training was planned or carried out, as well as what communications went out and how. This was a forum for operations managers to make suggestions or requests for new training and communications to meet the needs of our employees and clients. This group also took on the new Remote Employee Engagement initiative, starting with a series of Wellness challenges for the month of April, managed through Unity’s new corporate-wide implementation of Microsoft Teams (see Section 3 for more details).
3. **Human Resources (HR)** – The HR department reported on employee concerns, progress on new HR policies such as leaves of absence or policies governing our Unity Work at Home (W@H) program, child care, plan for illness, and legislation that affected HR, such as the Families First Coronavirus Response Act (FFCRA).
4. **Clean Workspace** – Unity appointed three Clean Workspace Ambassadors, one for each floor of our operations, who reported on our stock of cleaning and sanitizing supplies, our search for a vendor to disinfect our facility, and our plan for wipe-downs of commonly touched areas (see Section 4 for more details).
5. **Business Operations Impact** – Our operations managers reported on our 4 business units -- acute, post-acute, platform, and field services -- operations in terms of how to support our healthcare clients and to identify what the managers needed to provide appropriate client support.
6. **IT Actions** – Our Infrastructure team developed technical solutions to support our strategies for delivering services differently as well as operating internally differently. In order to move staff to a Work At Home model, the Infrastructure team had to design hardware configurations and

telecommunications ideas. The Infrastructure team also had to design rollout plans for distributing kits to analysts, ascertaining bandwidth issues, and supporting technical issues as each home employee went live. We had to come up with an interim solution for Unity and then figure out a more sustainable solution for the “new normal.” Unity also maintains a Mobility Lab and Device Depot, and some of our clients were having their shipments of laptops, tablets, and smartphones shipped directly to us for configuration to support telecommuting—we had to institute cleaning and sanitizing procedures for these deliveries based on NIH’s research into how long the virus survives on plastic, paper, and cardboard. This spot in the agenda was IT’s time to ask for the support they needed (e.g., training, communications, extra hands).

7. **Finance** – Our Finance team reported to the group on our progress toward applying for CARES Act loans, impacts to our financial picture from the emergency, and payroll issues (e.g., coding all COVID-related time separately from General & Administrative time).
8. **Executive Team** – This was time for our executive team to address the group on a wide range of topics, including strategic decisions, investments, encouragement, messaging, plans for the future, etc.

Minutes were taken and action items circulated to the group, through a mailing group in Outlook and through a group in Teams, in keeping with our communication policy of two touches for every message during the emergency. After the meeting, a smaller group of decision-makers met to make any decisions that were needed to move Action Items forward.

To address the need for quick decision making, the executive team formed a Level 2 COVID-19 Response Team. This team met twice weekly and resolved issues that the Daily Huddle revealed. These issues included:

- HR policies – Develop new policies for telecommuting, employee leaves, employee reports of COVID exposure/tests/cases, surveys of employee Internet bandwidth at home
- IT investments needed – To move analysts to W@H quickly, the Infrastructure team needed to lease laptops, purchase headsets, and kit these for analysts; they also needed to adjust the telecommunications lines and Internet Service Provider (ISP) services; and they had to implement a robust collaboration tool to provide home analysts with the features and security needed to resolve healthcare calls
- Contracts needed – Revise contracts for telecommunications and Internet services; contract for a new collaboration tool
- Financial impacts – Capital required for payroll as well as cash outlays for hardware and software for the interim laptop solution

Lessons Learned:

1. Form the response team at the first signs of the onset of a crisis. It can be disbanded if it is not needed.
2. Institute the decision-making breakout group from the outset of the response team’s formation.

Step 2. Produce messages to employees and transmit them more than one way. Solicit their feedback.

We needed to keep the lines of communication with employees open, especially in the early stages of the COVID emergency. In our COVID-19 Response Team meetings, managers discussed the content for a combination of written communications (disseminated via email and posted in hard copy before we got most of our employees working remote) and oral communications (small group meetings before the work at home [W@H] program was in place, thereafter adding video meetings and chat for remote staff). One more general rule was that the first time a topic was introduced, the tone of the communication was serious, where subsequent reminders of the “new norm” could be at least somewhat humorous. Yet another consideration was to avoid flooding employees with multiple messages in a single day, although some days that was unavoidable. We were spurred on by a 2020 survey of 1,000 people in ten countries conducted between March 6 and 10 by Edelman (<https://www.edelman.com/research/edelman-trust-covid-19-demonstrates-essential-role-of-private-sector>) suggested that while people were getting coronavirus news from traditional and social media, they trusted information from their employers more.

Table 2-1 lists the employee communications we produced, and the communications themselves can be found in Appendix A. Other companies who are returning to work now, well after late March when the “new norm” was being created, no doubt can get by with fewer communications less often and with at least some disseminated in only one way.

Table 2-1. Unity^{BPO}'s Employee Communications¹

TOPIC	HOW DISSEMINATED	DATE
Novel Coronavirus Developments: Our clients are counting on Unity to support them	Email	3/4/2020
Updates for GBS on Efforts Concerning Coronavirus	Email	3/6/2020
nCoronavirus Updates for Unity – disinfectant Stations	Via email, hard copy, and managers pointed out the station to employees in their daily huddles	3/11/2020
Novel Coronavirus Updates for Unity: You Are Essential Personnel – Flatten the Curve	Email and posted hard copy	3/13/2020
nCoronavirus Updates for Unity: Take Care of Your Cyber Health Too – fake websites & other scams	Email & posted hard copy	3/16/2020
Wipe It Down Wednesdays at Unity – 1	Email and posted hard copy; managers to socialize with employees in small groups or individually	3/18/2020
Manic Monday pizza	Email & managers to mention to employees on the day of	3/20/2020
Video Message from CEO Steve Wade on the current COVID-19 situation and how we as a healthcare IT company are responding.	Posted on Microsoft Stream channel and sent email with the link	3/20/2020

TOPIC	HOW DISSEMINATED	DATE
Deep Clean at Clifford Plaza Starts This Friday Night – Weekly Deep Clean – 1	Email and posted hard copy; managers walked areas to make sure kitchenware stowed	3/20/2020
Social Distancing at Unity – initial comm	Email & managers to socialize message in small groups	3/23/2020
NM Public Health Order comm	Email & managers to tell employees to keep their IDs with them	3/23/2020
Wipe-It-Down Wednesdays—Wow, the party never stops! – 2	Email & posted hard copy, plus manager support	3/25/2020
No-Cost Access to Healthcare on our workplace health plan (offering a link to a document supplied by our health plan)	Email & managers to mention to employees	3/25/2020
Keep Your Distance: Smokers	Email & posted hard copy, especially near door to the smoking area	3/25/2020
COVID-19 documentation to have on hand: Essential Business Materials – hard copies of a placard for dashboard & the public order	Email announcing employees needed to pick up placards in the admin office; managers to verbally tell employees	3/25/2020
Unity's W@H Planning	Email and managers & HR to discuss with employees	3/26/2020
Early Payroll 4-3 (so that employees could do their household shopping and lay in supplies over the weekend)	Email & managers to mention in daily huddles	3/26/2020
Video Message from CFO Pete McKenzie on the deep-cleaning for our facility and other measures to stay healthy (Fri Reminders – 2)	Posted on Microsoft Stream channel and sent email with the link	3/27/2020
Phishing: Don't Take the Bait	Email & posted hard copy	3/27/2020
Monday again burritos	Email & managers reminded employees the day of the treat	3/27/2020
Unity's Analysts and W@H Team Rock – initiation of W@H program	Email	3/30/2020
Wipe It Down Wednesday – 3	Email & manager support	4/1/2020
Thank You, UnityStrong!	Email	4/1/2020
Workforce Temperature Self-Check Process	Email & manager support	4/2/2020
Friday Reminders: Deep Clean & Burrito Monday – 3	Email & manager support	4/3/2020
COVID-19 Essential Business Amendment	Email & manager support	4/7/2020
The Kitchen Fairy: Fact or Fiction – part 1	Email & manager support	4/8/2020
COVID-19 Protocols Update	Email & manager support	4/10/2020
Fri Reminders: Deep Clean & Food Monday – 4	Email & manager support	4/10/2020
Wipe it Down Wednesdays (WID) & the Kitchen Fairy – part 2	Email & manager support	4/15/2020

TOPIC	HOW DISSEMINATED	DATE
Fri Reminders: Deep Clean & Fan-Favorite Burritos on Mon	Email & manager support	4/17/2020
Social Distancing on the Third Floor	Email & manager support	4/23/2020
Fri Reminders: Deep Clean & Tasty Tuesday	Email & manager support	4/24/2020
Of Passwords & VPNs	Email & internal IT Help Desk	4/28/2020
COVID-19 Protocols Update	Email & manager support	4/28/2020
Mask Info sheet	Affixed to the masks referenced in Protocols Update	4/28/2020
Wipe It Down Wed & Good News–Bad News about Our Kitchen Fairy (part 3)	Email & manager support	4/28/2020
COVID Scams: Phishing! Stimulus Check Fraud! Food Delivery Scam!	Email	5/1/2020
Wipe It Down Wed & Physical Distance	Email & manager support	5/6/2020
Fri Reminders: Deep Clean & Manic Mon Pizza	Email & manager support	5/8/2020
Wipe It Down Wed & Testing	Email & manager support	5/13/2020
Fri Reminder: Deep Clean	Email & manager support	5/15/2020
Unity's EAP can help.	Email	5/19/2020

¹Photos and illustrations in our communications were located with Google searches for images, using the Advanced Setting feature to limit the search to images that were “free to use, share, and modify, even commercially.”

In every corporate communication, we direct employees to email Communications with questions. HR questions go to our UnityPeople email address. However, employees constantly mix up the two boxes, and, in the end, we are still feeling the need to hear more from our non-exempt employees during this public health emergency. As our business resumes in a closer approximation of normal life, we plan to continue with our virtual corporate-wide meetings with our CEO Steve Wade providing company updates. We will reinstitute our series of High Octane meetings with Unity's CEO, which is a small meeting (limit 10 people) that convenes every other month to provide a forum for our customer success analysts to meet (virtually now) with Steve without their managers being present. All employees need to feel they are heard and trusted with the facts, and it is our goal to meet that need more systematically going forward.

Lessons Learned:

1. Many employees do not read their corporate email. Institute ways of sending the same message different ways.
2. Whenever the opportunity presents itself, remind employees where to send communication about their concerns.
3. Set up two-way communication throughout the organization. To stay current with what all employees (no matter their job title) are thinking and needing to have in the way of support for doing their jobs successfully, work the hierarchy: ask employees to talk to their managers and ask managers to talk to their directors who need to talk to senior leadership, and vice versa back down the hierarchy. The Unity COVID-19 Response Team was a good way for us to share messages across the enterprise as well as agree on unified messages back out to the enterprise.

4. Bringing in food for the people working in the Albuquerque office which we purchased from local businesses (e.g., Dion's, Golden Pride, and Twisters) on our busiest days of the week was appreciated.
5. The video messages from the executive team were a lot of effort for the return. Other than the initial one from our CEO when the emergency began, the others were not widely viewed. We might have socialized more heavily the addition of the Microsoft Stream Channel as a medium of communication among our employees, but again these videos required a lot of time to plan and produce from very busy people.

Step 3. Communicate with our clients.

In reality, Step 3 was carried out simultaneously with communicating with employees. Especially in the early days of the pandemic, we needed to communicate with our clients who are all in healthcare, encompassing both acute and post-acute organizations, who needed reassurance that we had a business continuity plan. Our clients needed to hear that they could depend on us to continue to provide the healthcare IT support and services that we held contracts to provide.

Via account managers and program managers, we were verbally providing Business Continuity messages beginning in early March to clients who were immediately impacted by the pandemic. But by mid-March we felt the need to send a more formal We Are Here for You message to all clients from Unity's CEO Steve Wade (see Appendix B), because our clients needed reassurance. Many clients also needed assistance with setting up telecommuters to work from home securely, which was work outside the contracts we had with them. Throughout March and April, we instituted a campaign of reporting out to our clients each's daily trends, such as call drivers in our support center: if clients knew about problems needing fixes on their side faster, then our jobs would be easier.

Lesson Learned: Clients need your company's leadership to explain your business continuity plan during a crisis.

Step 4. Communicate with media according to our external media policy. Utilize social media.

Frankly, Unity did not have much time available to be seeking the attention of the media. However, we did have an immediate pressing need for more analysts who could provide remote or on-site technical support, and we worked our recruiting channels, including our social media. Subsequently, we were contacted by a member of the Albuquerque business news media. So, it's a good thing for a company to have a policy in place for representing the company to the wider public. Here is Unity's:

Company Representation to the Public

Employees may occasionally be contacted by outside sources that request information about company matters, current or former employees, company projects, or other workplace issues. In order to avoid providing inaccurate or incomplete information to outside sources, any employee who is contacted by any outside source regarding the company (including the media) should immediately contact the Unity^{BPO} VP – Administrative Operations. Only the VP – Administrative Operations or a designated spokesperson specifically authorized by the CEO, are authorized to respond to such inquiries. This policy includes, but is not limited to, Unity matters with the news media, investment community (e.g., sell-side

research analysts, buy-side analysts and portfolio managers, and investment bankers), or industry analysts.

Therefore, it is the policy of Unity that all press calls or inquiries concerning the company or its employees be forwarded immediately to an approved company representative. Without explicit written authority, no employee is allowed to respond directly to any press inquiries or speak with any media outlets, including newspapers, magazines, television, Internet, or radio stations on behalf of the company. If employees receive a media inquiry or are in a situation where a member of the media is present and asking for comments, they should immediately provide the name and phone number of an approved company representative.

Lesson Learned: While we used our corporate and CEO's LinkedIn pages, in retrospect we could have made more use of our other social media channels to communicate with our clients and the wider public.

3**POLICIES, RULES, AND EMPLOYEE WELLNESS**

The COVID-19 emergency wrought many changes very quickly in our company:

- By mid-March all non-essential corporate travel was canceled. We recalled a field team performing non-essential work from the upper Northeast and quarantined them for 2 weeks. Field team employees who had to travel to support our clients with locations in New Mexico and Oklahoma other than where they lived either (1) self-quarantined for 2 weeks or (2) when tests were more widely available were tested upon the completion of their work.
- By mid-March all meetings were converted to virtual meetings.
- Where Unity^{BPO} used to have 100% of our analysts providing remote IT and clinical support on site in our building, by early April we had 75% of our workforce at home (those who could meet the technical specifications for secure telecommuting).
- For employees in the administrative group who could not work entirely remotely, we staggered work schedules to lower workplace density.
- The workstations for those employees still working in the building were moved to provide for 6 feet of distance between individuals, and employees were instructed to maintain distancing in common areas such as the breakroom, training room, and outdoor smoking area.
- Employees were trained in covering coughs, frequent handwashing, and self-monitoring for COVID symptoms, as well as instructed to disinfect frequently touched surfaces at work and at home. Managers were trained to make sure the employees in their group were healthy when they came in to start their shift. After the May 15 COVID-Safe Practices document was released in New Mexico, we developed a form for the monitoring as well as a matrix for developing the RTW Operating Practices (see Appendix C). We also have a voluntary procedure to check temperatures in the event an employee begins to feel ill at work.
- The federal government developed legislation, the Families First Coronavirus Response Act (FFCRA) effective April 1 until December 31 that affected absence and leave policies (in Appendix C, please find a copy of the federal Department of Labor's FFCRA poster).

Unity spent time developing a plan and HR policies in mid-March for dealing with a high absentee rate, anticipating, based on research into the effects of a crisis on the workplace, that absentee rates would spike from 20% to 60% very quickly. However, this research had been conducted on workplaces during natural disasters such as hurricanes. Unity's experience during the public health emergency was very different. Bragging just a little here about our employees, everyone rallied to support our healthcare clients' providers and IT teams, many volunteering for extra shifts or staying late in their shift if volumes were heavy for remote support or if there was need for extra IT hands in the field, for example, to set up mobile testing sites.

When the schools and daycares closed, Unity offered financial help with child- and eldercare to give employees time to come up with alternative arrangements. But in accordance with national and state guidelines, we consistently discouraged sick employees from working. If employees fear they won't get paid, they are likely to try and work. We told employees that they needed to exhaust their PTO first if they were ill, that that was what PTO was for, to pay for time taken away from work because of illness

or vacation. We are now considering separating PTO into sick leave and vacation leave. Employees also won't work if they do not feel safe, and that was the problem we sought to address with our Clean Workplace program (see Section 4).

Unity communicated these changes in policy with a combination of emailed communications (see Section 2 and Appendix A), posters (e.g., we now have the FFCRA poster up on our HR board in the breakroom and on our employee portal), and small group meetings the managers held with employees. We laminated summary sheets so they could be wiped down for our managers (see Appendix C for the documents):

- HR Policy summary for managers to use in small group discussions with employees
- COVID-19 Testing summary for managers to discuss with employees when to seek testing

Dealing with the increased workload was a considerable stress for our employees, as was the new W@H program. We had a snack day, and provided information stapled to the goodies about where to get the latest, most accurate information about the pandemic (see crib notes in Appendix C). We revitalized our employee wellness program with a month-long series of exercise challenges (see Appendix C) that we will follow up with a financial wellness challenge soon. We sent the challenges in email and asked managers to mention it in daily huddles to garner signups. Those who signed up joined the Wellness Team in Teams where we encouraged daily exchanges in Chat, offering notes on their progress and encouragement to team members, as well as other friendly exchanges. We have also reminded employees about our Employee Assistance Program.

Lesson Learned: Managing human resources in a crisis requires constant vigilance, clear policies, robust communication, and agility.

4

CLEAN WORKPLACE

Unity^{BPO} recognized that if we could not make our worksite COVID-safe that our employees would not show up to work. We took several steps:

- We trained employees in protecting themselves against respiratory infections: cover coughs, wash hands frequently, practice social distancing. Employees working on site with our hospital clients followed the hospital's protocols as well.
- We created disinfectant stations on each floor and keep them stocked with hand sanitizer, disinfectant wipes, tissues, and trash cans with lids. We posted a sign above them as well (see Appendix D).
- We asked employees to help keep our workplace clean by wiping frequently touched surfaces.
- We instituted Wipe-It-Down Wednesdays, communicating what employees should be wiping and how. Employees are not restricted to wiping down their workstation only once a week, but we decided we should insist on it at least once a week with a weekly reminder and nudge from managers.
- We formed a Clean Workplace team and appointed Clean Ambassadors (what the May 15 NM CSPs document calls the CSP Leaders) for each floor. They reinforced Wipe-It-Down Wednesday and wiped frequently touched surfaces every 2 hours throughout their shifts and found clean delegates to cover the other shifts (Unity is a 24/7 operation; however, our entire After-Hours team is now remote). Our building's maintenance team also implemented a program of wiping doorknobs, handles and keypads to the restrooms, and stair rails throughout the day.
- When none was available locally as masks are now, we purchased face masks for our employees which arrived mid-April from Dearborn Denim (<https://dearborndenim.us/>). These face masks are basic surgical masks (not N95s) and they are machine washable and reusable. They include a pocket for an insertable filter which can be a piece of coffee filter or furnace filter, which improves blockage against 0.1 micron particles.
- To disinfect weekly our work areas and stairwells in Unity's Albuquerque building, we engaged a local 24/7 firm, Service Master (505-891-8943). They were able to come on Friday evenings and work around our After-Hours Team (until they all became Work at Home [W@H] employees), with minimal impact to our operations.
- We search for cleaning supplies (hand sanitizer, bleach and other cleaning fluids, wipes, paper towels, gloves) every day. We ask our leadership team to buy supplies if they see them and submit receipts for reimbursement. We also check a handful of sites daily:
 - <https://www.costco.com/>
 - <https://www.amazon.com/>
 - <https://order.midwayos.com/>
 - <https://www.cleanitsupply.com/>

Lesson Learned: Maintaining a clean workplace and therefore healthy employees requires some formal teams and lots of education delivered in many channels.

5 WORK AT HOME

Before the COVID-19 public health emergency, Unity^{BPO} was thinking about a Work at Home (W@H) program for a limited number of our employees, starting with a small-scale pilot that we had tentatively scheduled for Q4-2020 or maybe Q1-2021. Then COVID happened. We spruced up our rough drafts for policies, developed a project plan, and instituted our W@H program (see Appendix E).

The main points in managing our W@H program:

- Telecommuting is not an entitlement or benefit. Management employees are not eligible for W@H, though ad hoc telecommuting is permitted, such as during the COVID emergency.
- Telecommuting starts with a 3-month trial period.
- At the end of the trial period, employees and their managers complete a Telecommuting Evaluation form.

Our Learning Program manager developed some W@H training that she delivered over Teams to small groups of telecommuters. We also handed out the setup to employees in waves. We sent home with employees some snacks with the same information about reliable sources of information about COVID that we were distributing to on-site staff, as well as a telecommuting handbook and a hard copy of the W@H training. On our Microsoft Stream channel, a recorded copy of the initial W@H training is available, as is a presentation on the W@H laptop setup prepared by Unity's technical architect. The Infrastructure group also set up a SharePoint where they posted tip sheets as they were developed, and the group stood up a W@H service desk to handle employee's questions and problems.

Lessons Learned:

- We did not have the technical infrastructure in place to support our W@H program since we weren't planning on instituting it in Q1-2020, and we were not able to procure our ideal setup as quickly as we needed. Instead, we worked with a technology partner to lease laptops and headsets for several months.
- After the W@H transition, we needed to develop new corporate mailing lists, one for messages that concern only on-site employees, and the other for information that concerns only W@H employees.
- Review your Employee Handbook very thoroughly for changes after instituting a W@H program.
- With our new W@H workforce, we plan to use more short surveys to give employees a voice and capture their thoughts since it's harder for employees and managers to engage in informal discussions about suggestions and concerns.

6

SIGNAGE FOR THE BUILDING

Early on in our communications planning, we decided to monitor the Centers for Disease Control and Prevention (CDC), the National Institutes of Health (NIH), the World Health Organization (WHO), the New Mexico Department of Health (NM DOH), and the Oklahoma Department of Health (OK DOH) sites for guidelines (we have field staff on the ground for a hospital system in Oklahoma), any changes in guidelines, and other information so that we were presenting information based on science and data to our employees.

Where it seemed helpful, we availed ourselves of several posters we placed near our company disinfectant stations that were prepared by WHO (<https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public>) and CDC (<https://www.cdc.gov/coronavirus/2019-ncov/index.html>). The ones we posted are listed below, but your company may want to visit the websites and select a slightly different group:

- Coping with stress during the 2019-nCoV outbreak (WHO)
- Helping children cope with stress during the 2019-nCoV outbreak (WHO)
- Wash your hands (WHO)
- Protect yourself and other from getting sick: Wash your hands (WHO)
- Protect others from getting sick: When coughing and sneezing (WHO)
- Protect others from getting sick: Avoid close contact (WHO)
- What Every American and Community Can Do Now to Decrease the Spread of the Coronavirus (CDC)
- Stop the Spread of Germs (CDC)
- Correcting misinformation (WHO) posters (swapped out to post one a week):
 - Can spraying alcohol or chlorine all over your body kill the new coronavirus?
 - Can eating garlic help prevent infection with the new coronavirus?
 - Catching the new coronavirus does not mean you will have it for life.
 - Drinking alcohol does not protect you against COVID-19.

Deploying a strategy of using multiple methods to reach our employees with messages, we also posted hard copies of many of our communications (e.g., posted handwashing posters set to different songs in the bathrooms for a while) that we sent as email.

Lesson Learned: Posters in the bathrooms get read and was a good place for the Correcting Misinformation posters.

7

UNITY^{BPO} COMMITMENT TO SERVE THE GREATER NEW MEXICO COMMUNITY

As a healthcare IT (HIT) company, Unity^{BPO} not only looks for ways to serve our clients, but also ways to support the health of our community. For example, we have a large home health and hospice client whose operations were greatly impacted during Hurricane Harvey. One of services Unity supplies to our clients is the automation of common workflows (e.g., onboarding or asset management). Given our capabilities in automated workflows and out of the desire to help those Gulf Coast communities, we built a ServiceNow app to automate the process of matching volunteers with needs.

When the COVID-19 pandemic set in, Unity recognized the need would arise for a similar kind of automated matching process that we built during Hurricane Harvey. Our first step was to reach out to the New Mexico Technology Council, who put us in contact with two of their members—the Air Force Research Laboratory (AFRL) and bigbyte.cc—that the NM Tech Council knew to be working on a website to collect information about healthcare equipment suppliers for healthcare providers. Unity reached out to this group, which later added members and eventually grew to become the New Mexico COVID-19 Emergency Supply Collaborative. We learned that the group was matching providers with suppliers by hand. The matching had become a herculean undertaking, and therefore the group would welcome a way to automate the task since there also needed to be human review to vet the suppliers who were signing up. The result was the website <https://www.nmcovid19.org/>.

We believe that every company reopening in New Mexico needs to think about and find their own path to supporting the community in these unprecedented times. Ideally, every company's playbook for reopening and operating in this period of time before a vaccine and treatments are developed would include a way to give back to the community. Together, we can keep our healthcare systems from being overwhelmed and save lives.

APPENDIX A - EMPLOYEE COMMS



A Provider & Patient Engagement Company

Novel Coronavirus Developments

As a healthcare company, Unity is paying close attention to the spread of the novel coronavirus and the responses of our clients to COVID-19 cases. We want all of you to be informed so we will proactively communicate our thinking and planning, in the midst of the international and national news about the continuing spread of the coronavirus.

States Reporting Cases of COVID-19 to CDC



Current News

The Centers for Disease Control (CDC) [issued a statement](#) that suggests the virus is likely to spread throughout the United States following news that it is moving through Europe and the Middle East. As of today, there are [no reported cases of the virus in New Mexico](#).

There is only one confirmed case of travel-related COVID-19 in south-central Arizona's Maricopa County. None of the other states that surround New Mexico has had a case of COVID-19 confirmed.

You can find accurate information about the spread of the disease from the CDC updated at noon ET daily [here](#).

What This Means for Unity

On January 31, 2020, Health and Human Services Secretary Alex M. Azar II declared a public health emergency for the United States **to aid the nation's healthcare community in responding to Coronavirus Disease (COVID-19). We at Unity help our clients in the nation's healthcare community by supporting their IT, and it is vitally important in this national public health emergency that we carry on with our support.** One of our clients, located in , WA, had a COVID-19 patient who died earlier this week. The State of New York, where we have as clients, has confirmed cases of COVID-19 as well. It is the elderly and the ill with underlying conditions who are at the highest risk of suffering severe complications. Our clients are anticipating an increase in their need for our support services, and **it is imperative that Unity team members be here to help our clients through this public health emergency. The health workers who care for COVID-19 patients are counting on us to support them.**

However, we also want to make sure that our Unity family of employees takes care of themselves as well. You should take the usual precautions for avoiding any respiratory viruses:

- Wash your hands often with soap and water for at least 20 seconds. Use an alcohol-based hand sanitizer that contains at least 60% alcohol, if soap and water are not available.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces.

Unity's Planning

Unity is actively preparing for how we would respond if the novel coronavirus reaches New Mexico. First and foremost, we should be maintaining healthy hygiene during the flu season anyway. The best thing everyone can do to prevent COVID-19 is to practice the same routine techniques for preventing flu: wash hands, cough into elbow/tissue, get plenty of sleep, eat healthy meals, exercise, and stay home if you have flu symptoms (high fever accompanied by coughing, muscle aches, and/or shortness of breath—if you haven't gotten the flu vaccine yet, it is not too late.) Bear in mind, too, that it is the onset of the season for pollen allergies, and your co-workers might be coughing for that reason. It is the combination of high fever with coughing that signals a significant illness. For more information about the prevention and treatment of COVID-19, [please click here](#).

For patients who are infected with COVID-19, 75 percent experience symptoms similar to the flu and are treated at home; the elderly and those ill with underlying health conditions may require hospitalization/ICU support. It is possible a healthy person might suffer severe complications, but this would be an outlier. Anyone who is infected with the novel coronavirus will not be re-infected.

Unity will provide ongoing updates to our employees about COVID-19 coronavirus as new information becomes available.

Novel Coronavirus Updates for Unity

Greetings all,

We'd like to provide another update to everyone around our efforts to try and stay ahead of any community impacts. At this point New Mexico continues to be a low risk State. However, we want to ensure our business continuity preparedness is in line with current plans for the emerging healthcare issues surrounding COVID-19. Your managers will be speaking with you (if they haven't done so already) to help identify more of our own advanced preparation requirements. There's no cause for alarm in this process but we appreciate your understanding and being available for our customers every day.

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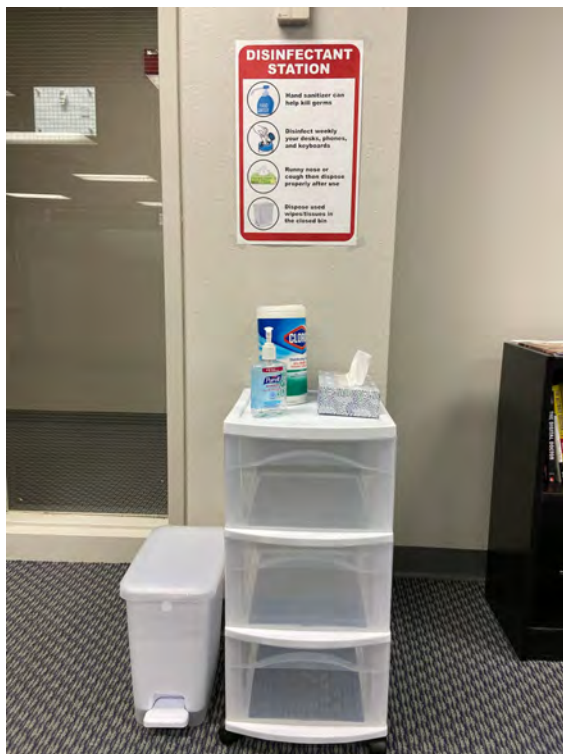


Novel Coronavirus Updates for Unity

This morning the World Health Organization declared the novel coronavirus outbreak to be a pandemic, which means coronavirus disease (COVID-19) is prevalent over the world, and the [New Mexico Department of Health](#) is reporting three confirmed cases of travel-related COVID-19 this morning, while the [Oklahoma State Department of Health](#) reports two confirmed cases.

What This News Means for Unity

Because Unity supports healthcare organizations, we as a company need to stay healthy so that we can support our clients across the country who are beginning to see cases of COVID-19 at their sites. Now more than ever our clients' technologies need to be a help and not a hindrance. When you show up and assist our clients with their technology, you are playing an important role in the fight against COVID-19 in our nation.



Disinfectant Stations at Clifford Plaza in Albuquerque

We now have disinfectant stations on every floor of the Clifford Plaza building. Those of you working on site at hospitals will find similar kinds of stations. The stations at Clifford Plaza are stocked with disinfectant wipes and hand sanitizer to help keep your work areas germ-free. Be sure to use the wipes at least once a week to disinfect your phones, headsets, computer mice, the parts of your computer that you touch such as computer lids (not monitor screens though), and keyboards (don't drip fluid into the keyboard or be prepared to answer to Kirk and Mike D). You should aim at washing your hands or using sanitizer between four and six times during the workday. You will also find posters in the common areas and breakrooms at Clifford on coping with stress, handwashing techniques, and how to avoid infecting others if you are sick.

Take the Usual Precautions against Respiratory Viruses

Protecting yourself against infection by the novel coronavirus is no different from protecting yourself against the flu, except there is no vaccine yet available for the novel coronavirus, whereas a vaccine does exist for flu (and it's not too late to get that shot to protect against flu, either). The World Health Organization (WHO) has developed some videos you might like to review on [hygiene practices](#). Here's a summary:

- Wash your hands often with soap and water for at least 20 seconds. Sing the Happy Birthday song twice through, or, as we say in New Mexico, wash your hands as if you just peeled a sack of green chile and need to take out your contact lenses.
- Use an alcohol-based hand sanitizer that contains at least 60% alcohol, if soap and water are not

available.

- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces.

Side Note: [Misinformation Is Rampant](#)

The usual precautions to prevent respiratory viral infections as described above are the best way to avoid COVID-19. Ingesting or rubbing your skin with oregano oil is not going to ward off COVID-19. Go ahead and eat all the green chile and ice cream you want because avoiding any particular food is not going to prevent COVID-19. Don't [gargle bleach](#) either, ever.

For patients who are infected with COVID-19, 75 percent experience symptoms similar to the flu and are treated at home; the elderly and those ill with underlying health conditions may require hospitalization/ICU support. You are watching out for a **combination of symptoms**: a sustained, very high fever (102 degrees Fahrenheit or higher), coughing, **and** difficulty breathing. It is possible a healthy person might suffer severe complications, but this would be an outlier. Anyone who is infected with the novel coronavirus will not be re-infected.

Unity will provide ongoing updates to our employees about COVID-19 coronavirus as new information becomes available.

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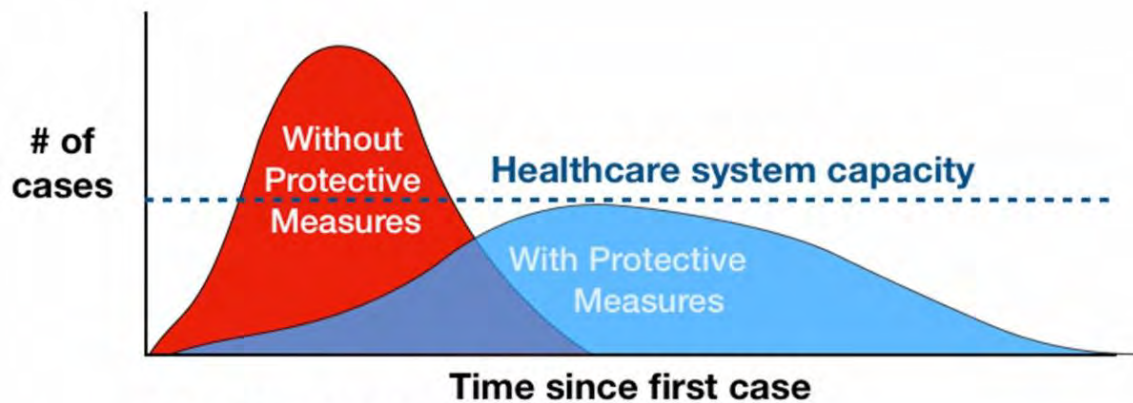


Novel Coronavirus Updates for Unity

With the announcements of cancelled sporting events and school closures, we thought you should have some information on why this is occurring and updates on keeping our Unity family informed and as safe as possible.

Flatten the Curve

Public gatherings are being cancelled across the nation. In New Mexico all public, all parochial, and some private schools are taking a break of at least 3 weeks in duration, and in Oklahoma many public school districts closed for today with plans to reevaluate whether to shut down for longer. Many universities have announced their students will complete their spring courses online. All these measures are examples of social distancing, a social mitigation strategy to "[flatten the curve](#)" (see figure below) in order to limit the spread of the novel coronavirus and reduce the demand for beds in hospitals. You don't see public institutions encouraging social distancing during the seasonal flu, because we as a society rely on the flu vaccine to flatten the curve (174.5 million shots distributed in the U.S. this year). The flu has infected 37 million people and caused 22,000 deaths--including 144 pediatric deaths, an unusually high number--and 370,000 hospitalizations this year in the U.S. so far and counting. COVID-19 has caused 41 deaths in the U.S. to this point. But because no vaccine against COVID-19 yet exists, we are seeing governments and other public institutions deploying the strategy of social distancing to flatten the curve.



Adapted from CDC / The Economist

What This News Means for Unity

We are **essential personnel**, people who report to their designated work location to ensure the operation of essential functions or departments during an emergency. We need to show up to support our client healthcare organizations. Now more than ever our clients' technologies need to be a help and not a hindrance. Understand that our clients are experiencing considerable stress. Many healthcare providers and their support staff are not getting much rest, and this situation will go on for weeks.

We as a company need to stay healthy so that we can support our clients across the country who see cases of COVID-19 at their sites. Take the usual precautions against respiratory viruses:

- Wash your hands often with soap and water for at least 20 seconds. Sing the Happy Birthday song twice through, or the ABC song, or, as we say in New Mexico, wash your hands as if you just peeled a sack of green chile and need to take out your contact lenses.
- Use an alcohol-based hand sanitizer that contains at least 60% alcohol, if soap and water are not available.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces.

Hand-washing technique with soap and water

1. If I ventured in the slipstream
2. Between the viaducts of your dream
3. Where immobile steel rims crack
4. And the ditch in the back roads stop
5. Could you find me?
6. Would you kiss-a my eyes?
7. To lay me down
8. In silence easy
9. To be born again
10. To be born again
11. From the far side of the ocean
12. If I put the wheels in motion
13. And I stand with my arms behind me

Create your own
<https://washyourlyrics.com>

Astral Weeks
Van Morrison

Adapted from National Health Service, who adapted from the World Health Organization Guidelines on Hand Hygiene in Health Care.
Created under the Open Government License. See <http://www.nationalarchives.gov.uk/ukhri/2015/open-government-licence/version/3/> for details.

Tired of Singing Happy Birthday Two Times Through When You Wash Your Hands?

Go to the [Wash Your Lyrics](#) website and make your own hand-washing cheat sheet. You enter your favorite song's title and the artist, and the site inserts 20 seconds' worth of the song's lyrics broken up into phrases for each step in your handwashing routine.

P.S. - The "artist" responsible for "Baby Shark" is Pinkfong, should that be your preferred earworm, er, song.

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Novel Coronavirus Updates for Unity

As we at Unity work to protect our physical health these days, we need to be alert to protect our company and our clients' digital health as well, for accompanying the outbreak of COVID-19 has been an outbreak of malicious email, fake websites, and scams purporting to help with COVID-19.

Fake Websites Purportedly from Reputable Health & Research Institutions

As you are googling for information on the spread of novel coronavirus cases, be aware that a number of fake websites have cropped up. Don't forget to check the website address for sites you may turn up to make sure they match the website's title. A website from Johns Hopkins University should have a dot-edu extension and the name should have some relationship to the University. This particular website has also been advertised in emails and pop-up announcements when you are on the Internet. Opening this website or clicking links that lead to this website installs malware that can potentially compromise the information on your phone or computer. The URL for the real Johns Hopkins University COVID-19 map is <https://coronavirus.jhu.edu/map.html>.



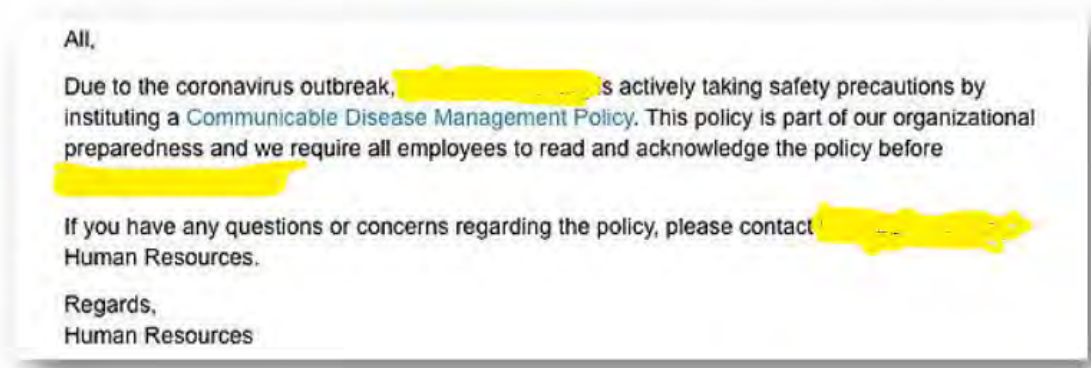
Spoofing Government and Healthcare Organizations

Related to fake websites, hackers have been impersonating valid government organizations such as the UN's health agency (<https://news.un.org/en/story/2020/02/1058381>), the National Institutes of Health (NIH) (<https://www.nih.gov/health-information/coronavirus>), the Centers for Disease Control and Prevention (CDC) (<https://www.cdc.gov/coronavirus/2019-ncov/cases-in-us.html>), and the World Health Organization (WHO) (<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>)--these are all valid links to these reputable sources of information. The most up-to-date information about your location is your state's Department of Health: here are links to New Mexico's Department of Health (<https://cv.nmhealth.org/>) and Oklahoma's Department of Health (<https://coronavirus.health.ok.gov/>). In general, avoid opening emails about COVID-19 from senders you do not trust or know.

Early reports on coronavirus-related emails indicate that they focus on our insecurities about how the

virus is spreading: fake health agency warning about infections in your local area, offers of vaccines and treatments (none exist, hence the adoption of the social distancing strategy), and alerts about critical supply shortages. Early on, the links in these spoofing emails have relied on combosquatting (e.g., security-stanfordhealthcare.com instead of stanfordhealthcare.org) and typosquatting (e.g., hms.harvard.edu/coronavirus instead of <https://hms.harvard.edu/coronavirus>).

HR Policy Scam & Executive Email Scam



Another tactic to get you to click on that link is to email you something that looks as if it's coming from HR with a new policy about managing the spread of novel coronavirus or social distancing strategies such as telecommuting. This tactic is related to another very common phish which is to send email that looks as if it's coming from someone on the executive team, such as below.



Note that Unity inserts not one but two warnings about messages coming to you from Unity's executive team. Because this phish has been a common and successful strategy in the past, we are expecting "Steve" (or "Sandi" or "Abel") to be reaching out to you soon to ask you to let "him" or "her" know if you can stop on your way home to pick up Chlorox wipes. Needless to say, you can safely ignore "Steve" in this case, and not reply to that ridiculous email address.

Social Media Scams

The SEC reports (https://www.sec.gov/oiea/investor-alerts-and-bulletins/ia_coronavirus) an uptick in investment scams, in the form of microcap stocks in companies that claim to have a vaccine or service to prevent or treat coronavirus. The FTC (<https://www.consumer.ftc.gov/features/coronavirus-scams-what-ftc-doing>) urges people to very carefully investigate fundraisers to offset expenses related to COVID-19 posted on sites such as GoFundMe.

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Wipe-It-Down Wednesdays at Unity!

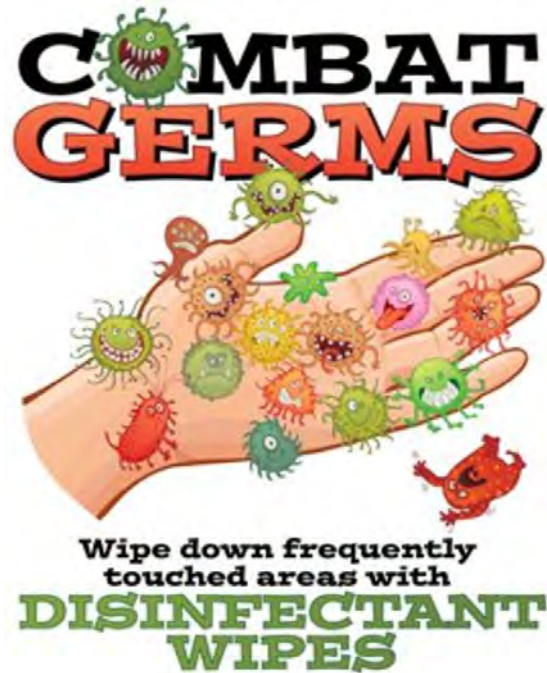
Clean Your Work Area on Wednesdays!

Show your work area some love today and wipe it down thoroughly. Don't forget to scrub behind the equivalent of ears for desks, whatever that it is-- headsets? phones? all good ideas!

What to do:

- Wipe down the desk, the headset, the phone, the keyboard, and the monitor.
- Wash your hands 5-6 times per day particularly before and after eating.
- Use hand sanitizer and clean up after eating.

If your area's disinfectant station is out of wipes, ask your manager for more.



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Manic Monday -- Pizza!!



Since we know Mondays are super busy, it's the perfect time to support our local Dion's and have a Pizza Day!

On Monday, Dion's will be delivering a variety of individual slices around Noon. We'll serve out of the 2nd floor kitchen and 3rd floor training room and the 1st floor admin office. Beverages too.

Thank you all for your hard work and being here each and every day!!!



Link to Video Message by Steve Wade

Unity CEO Steve Wade has filmed a video message for Unity about our current status in the fight against the spread of the novel coronavirus. Here's the link to our company's internal [Microsoft TEAMS channel for communications](#).

You will need to provide your everyday Unity credentials to log in to view the video.

Have a great (and clean) weekend everyone!

The Unity Executive team

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Weekly Deep Clean at Clifford Plaza

Deep Clean—For the Office, Not You

Our first hospital-style cleaning is occurring this weekend. Unity has contracted with a professional sanitizer to mist our office areas with the same disinfectant used by most hospitals to sanitize work areas and patient rooms. We need you to take a few steps to ensure the cleaning is as thorough as possible.

What to do:

- Leave doors to rooms open.
- Put open containers, coffee mugs, plates, and other kitchenware in your drawers or cabinets.
- It is perfectly safe to leave your houseplants out.

So that the cleaning minimizes disruption to operations, it will occur in two parts every weekend: on Friday nights at 6:30 p.m., third floor south will be first, then the 1st floor offices, then the 2nd floor. On Mondays at 1 p.m., the cleaning crew will return to disinfect the depot and the After-Hours area.



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A Provider & Patient Engagement Company

NM Public Health Order

All Unity Employees in New Mexico,

Many of you are probably aware that the New Mexico Governor held a press conference this afternoon and issued a Public Health Order closing all Non-essential Businesses and Non-Profits. The essence of the order is that retail businesses, casinos, and horse racing facilities (and other non-essentials) will all close. It also states gatherings are now limited to 5 people. The order is effective 8 a.m. Tuesday, March 24 and currently is in effect until April 10.

We want all of you to understand how Unity will be dealing with this new order, and what our plans are in light of COVID-19.

In accordance with Public Health Executive Order 2020-004, issued 03-23-2020, any Healthcare, technology support operations is deemed an "essential business" thus, we at Unity are an essential business.

As an essential business, we are allowed to stay in operation. Please carry your Unity ID badge with you at all times in case you are questioned by authorities.

As an essential business, there are several requirements we have to follow to the greatest extent possible. All of which, we already have been doing and will continue to do diligently.

We must:

- practice social distancing
- avoid person-to-person contact
- direct employees to wash their hands frequently
- clean all surfaces routinely

For essential personnel (service desk analysts) – please bear with us. We are finalizing plans to migrate to a hybrid work-from-home model. We will roll this out in phases (starting in the next couple of weeks) and ask all of you to help us make it a success. We will keep you posted on our progress. In the meantime, please keep supporting our clients. They need us more than ever. We just need to make it through the next few weeks so they can too. And we can be a shining example in our community.

For our Field Technicians on-site, we know you are critical to our hospitals. Please keep in lock step with their policies and procedures.

Thank you all for your patience, dedication, and hard work!

The Unity Executive team

Social Distancing at Unity

Everybody--

You have all heard about social distancing so we can flatten the curve. These are not easy tasks to practice--we have to think about how we interact, travel, shop, and even greet one another. ***But the data shows these tasks work! See info below and let's keep NM on the "slowing the curve" list.***

We need to practice Social Distancing at Unity. Review and practice the tasks for social distancing from your handout and as posted on UnityPeople.

Effective today, we've implemented the following protocols at Unity:

1. When you arrive at the office, please take the most direct route to your designated work floor. Do not congregate in the lobby. Limit riding in the elevator to 2 people (and yes, stand 6 feet apart).
2. All 3 floors of Clifford are to sequester on your designated floor. This means if you work on 2nd floor, do not go to either floors 1 or 3. Use the kitchen and restrooms on your floor only. In an emergency, you can use another floor.
3. The vending machines on the 3rd floor will be limited to the people on the 3rd floor. Other floors will need to bring your own snacks.
4. Clean the kitchen on your floor regularly. Soap and water are a great disinfectant. Use the supplies in the kitchen to wipe tables, counters, appliances. Do not leave dishes in the sink. Load the dishwasher and run it regularly.
5. **Avoid in-person meetings even when at the office.** Use email, phone calls, and Skype for meetings as much as possible. Make conscious decisions about whether you **really require** in-person meetings.
6. Do not invite visitors to the building. We need to keep functioning so there will be some services like the couriers, cleaning service, postal, office supplies, and food deliveries that will need access to our facility, but limit this as much as possible.

The exponential nature of the growth of viruses like coronavirus means that the trajectory, or curve, of the number of people who have COVID-19 **is even more important than the total number** when trying to understand the potential risks of the outbreak. States that have few reports of people with the virus but are following the curve of places like New York and Washington could soon find themselves in a similarly dire situation **without strong preventive measures**.

An analysis of data from the Centers for Disease Control and Prevention, [compiled by Johns Hopkins University](#), shows there are a few states that are **NOT** following a similar trajectory as New York. **Taking precautions like closing schools, isolating all cases of illness, and not gathering in groups could help slow the rise in other states, before they reach the levels seen in New York.**

- California
- Oregon
- Indiana
- Iowa

- District of Columbia
- **New Mexico**
- Nebraska
- South Carolina
- South Dakota

Last updated: 3/19/20

SOURCE: Johns Hopkins University; WHO; CDC; USA TODAY

<https://www.usatoday.com/in-depth/news/2020/03/18/u-s-coronavirus-growth-rates-show-many-states-could-close-behind-new-york/5072663002/>

The Unity Executive team

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Wipe-It-Down Wednesdays at Unity!

Clean Your Work Area on Wednesdays!

Show your work area some love on Wednesdays and wipe it down thoroughly.

Viruses lying on surfaces are not very hardy--outside the bodies they evolve to infect they have a zombie-like existence. In this zombie state, they are easily destroyed by antiseptic agents such as soap, weak bleach, and rubbing alcohol.

Here's What to Do to Banish Zombie Germs:

- Wipe down the desk, the headset, the phone, the keyboard, and the monitor.
- Wash your hands 5-6 times per day particularly before and after eating.
- Use hand sanitizer and clean up after eating.

If your area's disinfectant station is out of wipes, ask your manager for more.



Pro Tips & Why They Work

To decontaminate a surface, you can't just swipe it. You need to scrub it and leave the surface damp. Then let surfaces air-dry so the antiseptic has time to work.

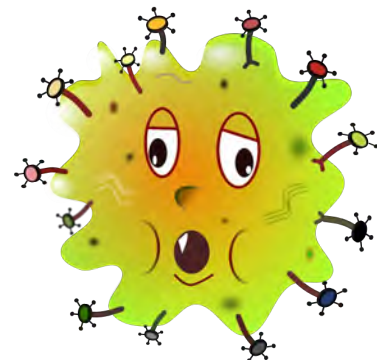
Scrubbing physically wipes away germs, so you should then put your used wipes in the trashcans with lids. The antiseptic agent is the additional measure of security that any virus left behind will be broken down.



Artistic rendering of an antiseptic agent.

Keep Your Kitchens Clean

The separation of the floors means there can be no kitchen fairies, no matter how hard you clap and believe. Don't let dirty kitchenware sit out in the sinks. Put dishes in the dishwasher. When you run a load in the dishwasher, add the kitchen sponges to the top rack to disinfect them. Replace sponges once a week.



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Important Essential Business Materials

Hey Everybody.

Thank you so much for your amazing dedication during this stressful time. We got several emails today from our clients about how grateful they are for your help.



You should be very proud. Tell your family tonight that you are changing the world. Because you are. Every healthcare worker you helped today was able to help save someone's life.

Just so you know –

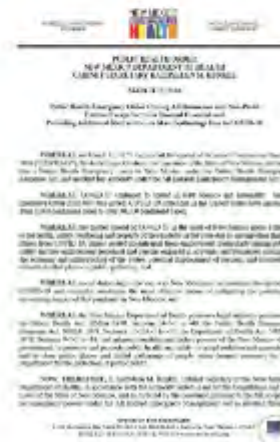
As part of the Public Order, we are providing you with hardcopies of 2 documents. These have been left on your chairs and your managers have digital copies. It is advisable you do two things in case you are stopped by authorities:

1. Place the blue placard on your dashboard.
2. Carry a copy of the Public Order with you.



Why?

When coming to or from work, the State Police or other authorities may ask you questions about where you are going and what kind of business Unity is. You can tell police that Unity is an essential business under items a and g – highlighted on the Order. You can also explain that we provide IT support for Presbyterian Hospital as noted on the placard.



We have received confirmation from Lt Wendy Graft of the State Police that we can remain open, but it's possible you may be asked.

And as a heads up, tomorrow you'll be getting information about our Work from Home plan.

Keep Your Distance at Clifford Plaza

What's Wrong with This Picture?



Yes, they might be too young to smoke, but we can't be sure without checking IDs. What we can see with no effort at all is that these young people are not observing the 2020 Social Distance rule of spacing 6' apart while they smoke, especially when they smoke at Clifford Plaza where everyone driving by on Osuna and Jefferson, including the State Police, can SEE them.

What to Do Instead:

The art of hand signals has fallen into disuse in this era of smartphones. Here's a few hand signals to get you on your way to "talk" to your fellow smokers, or really any and every one who is 6' away:

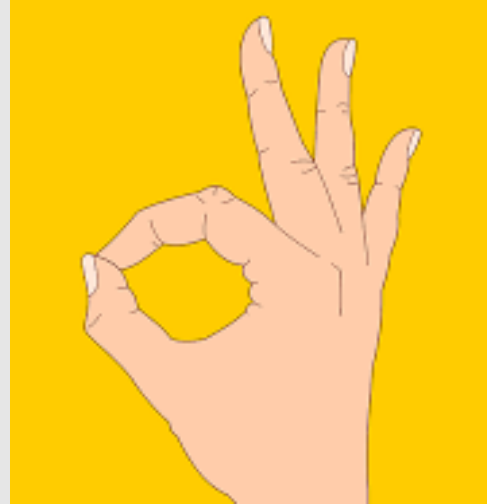


Taylor Swift heart sign to show you love something or someone

Hold on there, buckeroo--stand back



OK



OK Boomer

PLEASE OBSERVE THE SEPARATION OF FLOORS, TOO--IT MAKES IT POSSIBLE TO QUARANTINE BY WORK AREA IF NEEDED

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Presbyterian No Cost Care Information



PRES Health Plan member?

Check this [information](#) out as a reminder of where/how you can seek no cost services.

No-Cost Access to Healthcare When and How You Want It

PresRN Nurse Advice Line



Speak with a registered Presbyterian nurse for medical advice at no cost. 24 hours a day, every day, including holidays. Call 800-933-6020 or 505-221-6679.

For details, visit www.phs.org and search for "PresRN".

Video Visits



See a provider anytime, day or night. This option offers a new way to link a medical provider for non-emergency medical conditions via secure video through a smartphone, tablet or

MyChart



Members with a Presbyterian Medical Group provider can send electronic messages and communicate with their care team, request prescription refills and schedule office or telephone visits. You can also view medical records, lab and radiology reports, procedures and test results. For details, visit www.phs.org/mychart.

Talkspace



Managing therapy effectively. Members ages 18 and older. Tailored health coaching with licensed behavioral therapists via text, video or audio messaging at a time and place that is convenient for them.



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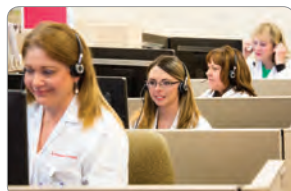
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No-Cost Access to Healthcare

When and How You Want It



PresRN Nurse Advice Line



Speak with a registered Presbyterian nurse for medical advice at no cost 24 hours a day, every day, including holidays. Call (505) 923-5570 or 1-866-221-9679.

For details, visit www.phs.org and search for "PresRN."

Video Visits



See a provider anytime, day or night. This option offers a new way to see a medical provider for non-emergency medical conditions via secure video through a smartphone, tablet or

computer webcam. Visits are \$0. (\$40 per visit for High Deductible Health Plan members).

For details, visit www.phs.org/videovisits.

Online Visits



With Online Visits patients who have previously visited a Presbyterian facility can save a trip to a provider's office. Through our online system, Presbyterian Medical Group providers

diagnose, treat and prescribe medications. Online Visits are available 24/7.

For details, visit www.phs.org/onlinevisits.

MyChart



Members with a Presbyterian Medical Group provider can send electronic messages and communicate with their care team, request prescription renewals and schedule office or telephone

visits. You can also view medical records, lab and radiology reports, procedures and test results.

For details, visit www.phs.org/mychart.

Talkspace



Messaging therapy offers members age 14 and older behavioral health coaching with licensed behavioral therapists via text, video or

audio messaging at a time and place that is convenient for them.

Go to www.talkspace.com/php to access the program.

myPRES



Get the information you want when you need it. Presbyterian's web-based services offer fast and convenient service any day of the year.

To sign in or register, visit www.phs.org/myPRES.

- Look up benefit information securely, view claims status and track deductibles.
- Estimate out-of-pocket costs for common medical treatments and procedures with a Treatment Cost Calculator.
- View or request a replacement member ID card.

Convenient Urgent Care Options

In-Person Care for Minor Illness or Injury

When quick care isn't an option and a primary care provider is unable to see you, get help with minor illnesses and injuries at one of our urgent care clinics.

For added convenience, Presbyterian Medical Group clinics now offer same-day scheduled appointments. Walk-in appointments are accepted based on availability. Visit [phs.org/urgentcare](https://www.phs.org/urgentcare) for details.

Albuquerque's Only 24/7 Urgent and Emergency Care Option

PRESNow

24/7

Urgent and
Emergency Care

PRESNow gives Albuquerque residents a new choice for medical care. You no longer have to guess if it's an emergency because medical staff decides the level of care needed. Both Urgent and Emergency Care are open 24 hours a day. Two Albuquerque locations are open now with two more coming soon.

Visit [PRESNow247.org](https://www.PRESNow247.org) to learn more.

View and access same-day care options using our new self-guided navigation site by visiting www.phs.org and selecting "Get Care Today."

Finding a Healthcare Provider

Wherever you go, we've got you covered

Seeking care in New Mexico?



Create a personalized provider directory for providers who are close to work or home, find specific providers (including primary and specialty care providers), narrow the

search to match preferences (such as a male or female provider), and find facilities and pharmacies.

Visit www.phs.org/directory.

Seeking care outside of New Mexico?



Receive in-network benefits outside of New Mexico with nearly 900,000 providers through our partnership with the PHCS/MultiPlan National Network.

Visit www.multiplan.com/presbyterian to search for providers in the national network.

Presbyterian complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (505) 923-5420, 1-855-592-7737 (TTY: 711).

Díí baa akó nínizin: Díí saad bee yáníłti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jik'eh, éí ná hóló, kóji' hódíłłni (505) 923-5420, 1-855-592-7737 (TTY: 711).



Payday changed to Friday, April 3rd

Unity^{BPO} Employees!

Payday will be moved to Friday, April 3rd. This decision came from payroll, leadership, and the executive team to ensure that we are keeping ourselves healthy and productive.

Please note that this is a ONE-TIME OVERRIDE to the 2020 payroll calendar due to unforeseen and pressing circumstances that are affecting us all. The pay period, deadline for submission of timesheets, and approval process is unchanged. **Please make this happen for all of us by ensuring that timesheets are submitted accurately by the deadline.**

If there are any questions, please reach out as soon as possible.

Thank you – stay safe and healthy!

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Did you know UnityBPO is on Social Media?!



Unity's Work at Home Planning

Good morning Everyone! It's another day in your Herculean effort to help all our healthcare workers who are facing the daunting task of COVID-19. And putting themselves in harm's way. THANK YOU for caring about each one of those clinicians and what they're doing!

As you know, under NM Public Order, Unity is a healthcare, technology support operation and Essential Business and thus is currently required to remain open and maintain our 24/7/365 operation in order to support our country's frontline healthcare workers.

But we are also members of our community and want to do everything possible to help flatten the COVID-19 curve. We are adhering to the NM DOH's and CDC's guidelines for social distancing, avoiding in-person contact, sanitizing the facility regularly, and directing everyone to "wash your hands frequently".

And of paramount importance of course, is our concern that all of us in the Clifford facility stay safe.

So what are we doing?

We are taking immediate steps and we are in the process of planning for additional actions. We want to share our efforts with you.

What are we doing Now? – following NM DOH and CDC guidelines for staying safe at work: directing everyone to wash their hands frequently, avoiding in-person meetings, providing sanitizing stations, cleaning & disinfecting, social distancing, sequestering floors, appropriate food handling, and more as new guidelines come out.

What are we doing Next? – we will minimize the in-office staff starting with Monday's workforce. Since we need to maintain continuity of operations, we will rollout a Work From Home (WFH) plan in phases. Managers and HR have been working to determine the phases based on client mix and critical needs. We're developing a WFH training program to help you prepare and understand the expectations. Your leadership team is finalizing all the details for the Work From Home program. We will be practicing a hybrid of office and home schedules to ensure we have the right mix of telecommuters and office staff so we meet the requirements of social distancing. Your direct leader will be meeting with you in the coming days to discuss how the new Work From Home model will impact you.

Undoubtedly, you have a ton of questions -- and those will be answered in the upcoming days. Thank you for your continued support of our clients during this uncertain time.

What is in Planning? – we are planning for a longer term work from home plan and have recently purchased a state-of-the-art telephony system that gives us a better foot print for telecommuting possibilities which should be implemented by early May.

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Yeah, we know...Mondays.

Since we know Mondays are super busy,
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Twister's and have a Burrito Day!

On Monday, Twister's will be delivering a
variety of burritos around Noon.
We'll serve out of the 2nd floor kitchen and
3rd floor training room and the
1st floor admin office. Beverages too.

***Thank you all for your hard work and
being here each and every day!!!***

Look at the **bright** side...
At least Mondays
only happen once a week!



Don't Take the Bait!

Have you gotten an email like this recently, like a few of us here did this week?

From: "MicrosoftExchangeOffice365_09549856053586750493480064068589304948650--358609steve.wadeemt22grheefe2222grheefe2222grheefe2222grheefe22@kpnmail.nl" <MicrosoftExchangeOffice365_09549856053586750493480064068589304948650--358609steve.wadeemt22grheefe2222grheefe2222grheefe2222grheefe22@kpnmail.nl>
Date: March 27, 2020 at 7:23:03 AM MDT
To: Steve Wade <Steve.Wade@UnityBPO.com>
Subject: Password Expiration Notice

WARNING: This message was sent from outside UnityBPO. Do not click on links or open attachments unless you recognize the source of this email and know the content is safe. If you suspect malicious email please notify ITHelp@UnityBPO.com

Your password is due to expire today

3/27/2020

You can change or keep same password with the below link

<http://t.email1.samsung.ca/r/?id=ff1b346f,303d531,303d53e&p1=8107023398&p2=8107023398&p3=DM15290&p4=https:%2f%2f4354657687786756435365687464678.azureedge.net#steve.wade@unitybpo.com>

Best regard

(c) 2020 Microsoft Corporation. All Rights reserved | Acceptable usage policy | Privacy No

Looks legit, right? **WRONG**. This was a phishing scam.

What is Phishing?

Phishing is a cyber attack that uses disguised email as a weapon. The goal is to trick the email recipient into believing that the message is for something the sender wants or needs from them — a request from their bank, for instance, or a note from someone in their company — and to respond by replying, clicking a link or downloading an attachment. Or it provides an offer for something that is too good to be true. What really distinguishes phishing is the form the message takes: the attackers masquerade as a trusted entity of some kind, often a real or plausibly real person, a company the victim might do business with or someone within the company they work for.

Why Do We Fall For These Scams?

Phishing plays on the most basic human traits: desire to please, complacency, fear, curiosity or greed. No one is immune: 1 in 10 phishing attacks are successful, with its victims including Fortune 500 executives and high-ranking political figures.

What Can I Look For & How Can I Protect Myself?

Giveaways that an email might be a phishing trip include typos, a suspicious-looking return address or an offer/demand that just doesn't seem right.

UnityBPO IT Security places notification at the top of EVERY email if it's external.

WARNING: This message was sent from outside UnityBPO by someone with a display name matching a user in our organization. VERIFY THE SOURCE AS THIS COULD BE MALICIOUS! Do not click on links or open attachments unless you recognize the source of this email and know the content is safe.

WARNING: This message was sent from outside UnityBPO. Do not click on links or open attachments unless you recognize the source of this email and know the content is safe. If you suspect malicious email please notify ITHelp@UnityBPO.com

If you see something, say something! When in doubt, don't click and don't download anything.

You can **report the message** (tutorial follows) as phishing or junk by using the Report Message button in Outlook or Outlook Web App (OWA).

If you're unable to use the Report Message button please forward the email to [IT Help](mailto:ITHelp@UnityBPO.com).

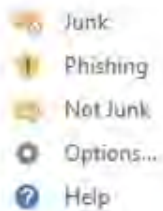
Report Message Button

Reporting a message as phishing can be done through either of the following:

Office 365 Pro Plus Client Installations



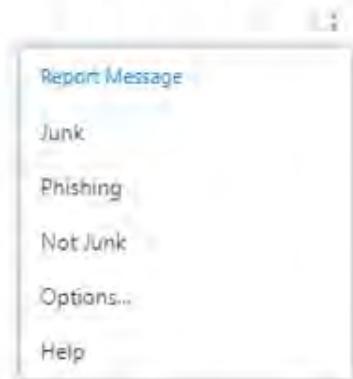
The following button will appear after on the right side of your **Home** tab on your ribbon. Clicking this button will present you with options to report a message as Junk, Phishing, or Not Junk, or update your reporting options.



Outlook Web Access



In the upper right-hand corner of a message, an envelope icon will appear next to the Reply/Forward functions. Clicking this icon will present you with the options for marking a message as Junk, Phishing, Not Junk, or update your reporting options.



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Deep Clean Reminder by Pete McKenzie

Unity's Acting CFO Pete McKenzie (who is in charge of facilities, too) has filmed a video message for Unity to remind us that the sanitizing deep clean for our physical facility will occur again Friday evening and Monday afternoon. Here's the link to our company's internal [Microsoft TEAMS channel for communications](#).

You will need to provide your everyday Unity credentials to log in to view the video. Also, if you want to view Microsoft Stream videos on your phone, you should download the Microsoft Stream app for mobile devices.

Have a clean weekend, everyone, and thank you for your great work this week--once again we are hearing from our clients (this week particularly PHS, VMC, VNSNY, and YRMC) that they appreciate your hard work to minimize call wait times!

The Unity Executive team

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Unity's Analysts and W@H Team ROCK!!!

We've begun our Interim W@H program during the COVID-19 Public Order this past weekend and it went very smoothly and successfully. We're testing our connections as Analysts take calls from their home offices and are continuing to roll out additional W@H setups. Analysts who have the required technical specifications and home offices will be moving to the Interim W@H program this week. This program allows us to reduce the number of employees at the office and increase our social distancing.

Leadership will still be working in the office and available as usual for both on-site and W@H employee questions and guidance. The leadership and back-office teams are here to support all our Analysts, Field Staff, and Technical employees. We know this is a stressful time for everyone but our mission and duty right now are to all our clinicians. We're here to help them!!!

As an Essential Business, Unity will remain open and will retain staff in the office, but minimizing that presence in compliance with the Public Order. When the Public Order is lifted, or as it changes (which happens frequently), Unity will review our operational procedures in light of any new requirements and adjust as we need to, including any adjustments to the Interim W@H program.

We are developing longer term W@H strategy with more details to follow over the coming weeks. During the Interim program, we will be conducting a feasibility study to determine how the enterprise program will be rolled out as we learn from this pilot. Performance, Quality, and Analyst Metrics will be evaluated as part of the process.

Thank you to the W@H team for all your hard work and for the continued improvements to our setups and solution!!!

The Unity Executive team

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Look at the **bright** side...
At least Mondays
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Thank you all for your hard work and being here each and every day!!!

Thank You for Your Professionalism!

How You Might Be Feeling Inside



What Clients Are Hearing & Seeing or Picturing



Thank you, UnityPeople, for your strength and helpfulness (and those calm demeanors). You are all knocking it out of the park whether that's online or out in the field! You are managing the demands of your

personal lives as well as the demands of our nation's healthcare workers. Our clients appreciate everyone's willingness to support Unity's healthcare clientele during some truly hard times. On a daily basis our clients praise your professionalism and fortitude. All of us at Unity can be proud of the way we are meeting the challenge presented by the pandemic to support physicians, nurses, and healthcare staff.

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Wipe-It-Down Wednesdays at Unity!

Clean Your Work Area on Wednesdays!

Make any varmint viruses skedaddle when you wipe down your work area.

Viruses lying on surfaces are not very hardy--they are easily destroyed by antiseptic agents such as soap, weak bleach, and rubbing alcohol.

Here's What to Do on Wipe-It-Down Wednesday:

- Wipe down the desk, the headset, the phone, the keyboard, and the monitor.
- Wash your hands 5-6 times per day particularly before and after eating.
- Use hand sanitizer and clean up after eating.

If your area's disinfectant station is out of wipes, ask your manager for more.



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Making Unity^{BPO} a healthy environment for our workforce

Workforce Temperature Self-Check Process

Making Unity^{BPO} a healthy environment for our workforce

1. If you are at work and suddenly feel unwell, you have the option to have your temperature read. Email or IM Skype Dan Norton, EHR Clinical Manager (dan.norton@unitybpo.com), for an appointment to meet (*in case of an emergency, though, such as respiratory distress, call 911*).
2. Once a meeting time has been established, Dan will meet you on your floor in the following designated areas with our Unity^{BPO} temperature checking supplies:
 - 1st Floor – Lobby
 - 2nd Floor – Unity^{BPO} lobby
 - 3rd Floor – Unity^{BPO} lobby area by the Training Room
3. Bring your things with you so that you can leave the office immediately should you present with a fever. If an employee presents with a fever of 100.4° or higher, Unity^{BPO} will follow NMDOH/CDC guidelines, and the employee will be asked to go home pursuant to the Unity^{BPO} COVID-19 Policy.
4. Dan will inform your manager if you have a temperature and need to go home.

Disclaimer: Temperature self-checks are intended as a way for you to determine if you have a fever. They are **not a substitute for professional medical advice or treatment for specific medical conditions. The temperature reading will **not** be used to diagnose or treat a health issue or disease. Please consult your healthcare provider (physician, PA, NP) with any questions or concerns you may have regarding your condition.*



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Friday Reminders!



Deep Clean Happening 6:30pm Tonight

ServiceMaster returns tonight at 6:30 p.m. to disinfect third floor south, the second and first (save for the depot) floors, and the stairwells. Put your cups and other kitchenware in your drawers or cabinets. They return on Monday at 1 p.m. to disinfect the depot and third floor north..

Back by Popular Demand: Burrito Monday



Those of us in Clifford Plaza will once again enjoy burritos Monday mid- to late morning. We'll serve out of the 2nd floor kitchen, the 3rd floor training room, and the 1st floor admin office.

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Essential Business Amendment

Hey Everybody!

Thank you all for your amazing dedication to our all our healthcare workers – whether here locally or in states across our country. You are essential to beating COVID-19 in some of the hardest hit areas in our nation – like New York and Washington. Please keep up the good work. Continue caring about our healthcare workers -- whether they need your technology guidance, or just some sympathy and appreciation. You are making a difference!



Just so you know –

The NM DOH issued an amended order yesterday. In accordance with the NM Public Health Order issued 04-06-2020 paragraph 2, (a) and (g), **Unity^{BPO} is defined as a healthcare, technology support operation** and is therefore an Essential Business. We are NOT a call center.

The Public Health Order does direct call centers supporting essential businesses to reduce their in-person workforce, which includes traditional centers like Lowe's, Nusenda, Fidelity, etc.

Unity is not a traditional "call center" because we're providing technology support to healthcare workers. In addition, Unity has taken a strong stance in reducing the spread both in our work environment and in our behavior.

We now have more than 75% of our workforce either onsite with hospitals or W@H. We're practicing teleconferences, avoiding person-to-person contact, maintaining 6 feet and greater distances, sanitizing the facility regularly, sanitizing our workstations regularly, encouraging hand washing, and distributing masks.

And thanks to all of you very conscious people, we've been role models in our communities when we're performing our personal essential activities.

Continue using your Blue placards when driving for work. And note essential business definitions are the same in the amended order as in the original.

Unity Leadership Team

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Once Upon a Time, Long, Long Ago...

There was a kitchen fairy.

The kitchen fairy used to flit between the 2nd and 3rd floors of Clifford Plaza, making dirty forks, coffee mugs, soup bowls, and dishes float out of the breakroom sinks and into the dishwasher. It was all so magical, and brave, very brave. Everyone loved that plucky little kitchen fairy.

Sad to say, but **THE KITCHEN FAIRY IS GONE**. Poof. And now the sinks are filling up with dirty dishes (which foster germs), ***right in the middle of a public health emergency***. The kitchen fairy turns out to have been a lightweight, if not an actual myth.

Therefore it is incumbent on each of us to put our silverware and dishes in the dishwasher after we have used them to keep our facility as sanitary as possible. Please, let's not involve the tattletale elf.



Tattletale Elf



Kitchen Fairy

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UnityStrong

Here's a reminder on all the prevention protocols we all need to be following. There have been a couple of updates so read them all again and post to remind yourself.

Unity^{BPO} is adhering to the following CDC protocols for employees during the current COVID-19 pandemic. All employees should follow these guidelines whether at the office or at home. Employees who are working at a client site, must follow the Hospital's protocols and guidance.

1. Wash your hands often with soap and water for at least 20 seconds, especially after blowing your nose, coughing, or sneezing; going to the bathroom; and before eating or preparing food as well as wash your hands after you eat. Wash your hands even when wearing gloves, and are re-using the glove. If soap and running water are not available, use an alcohol-based hand rub that contains at least 60% alcohol.
2. Avoid touching your eyes, nose, or mouth with unwashed hands.
3. Cover your cough or sneeze with the inside of your arm or a tissue, then throw the tissue in the trash and wash your hands.
4. Avoid close contact with people who are sick.
5. **Wear any protective gear you are provided, or you have available, while at the offices or at a client site. (Gloves, masks, etc.)**
6. If you can avoid car-pooling, do so. Practice wiping down steering wheel, door handles, and other surface areas if you share vehicles to and from the office or work site.
7. **DO NOT SHAKE HANDS**-and do not have physical contact of any kind unless completely unavoidable.
8. Practice social distancing by keeping a minimum of six (6) feet distance between yourself and others.
9. **Do not use each other's phones, unless it is an emergency. Do not use each other's workstations, supplies, or cubicles. Wipe your phone down daily with an antibacterial wipe.**
10. Do not come in if you are sick, and call your supervisor immediately.
11. Seek medical advice if you develop symptoms or if you have been in close contact with a person known to have COVID-19 or if you live in or have recently been in an area with a known ongoing spread of COVID-19.
12. If you have symptoms, the company will require you to seek medical advice and possible testing before returning to work. (Proof must be provided). This will also be required if you are in contact with a known person that has tested positive for the COVID 19 virus.



In addition to these protocols, for employees (or your family members) who are working in hospital settings, here are some good procedures to follow:

INFECTION CONTROL MEASURES FOR HOME RE-ENTRY

There are currently no evidenced-based guidelines for infection control measures when returning home after working. A routine can help the work-to-home transition and assist with peace of mind. Here are some suggestions from our client's Infection Control experts:

- Bring clean clothes and shoes to work for changing into at the end of your shift.
- If you wear scrubs at work, change from personal clothing to scrubs on arrival to work and change back to personal clothes to return home.
- Perform hand washing for 20 seconds upon removal of clothing worn on shift.
- Upon arrival home:
 - Take off shoes and wipe down/disinfect
 - Remove and wash clothing (hottest water and bleach as tolerated)
 - Perform hand washing/shower
 - Wipe down all touched surfaces with bleach solution/disinfecting wipes.

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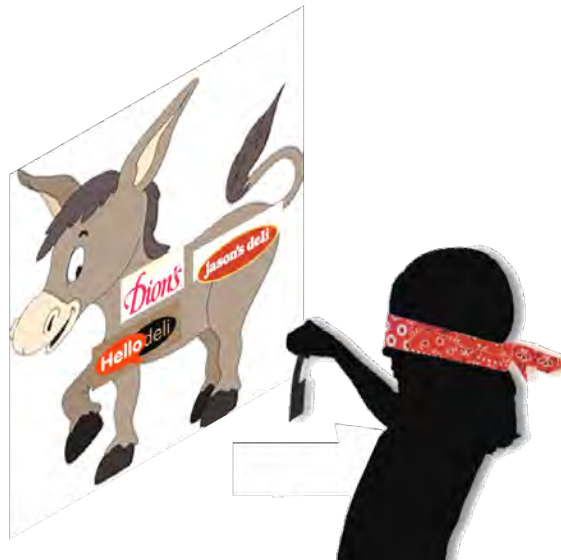
Friday Reminders for Clifford Plaza



Deep Clean Happening 6:30pm Tonight

ServiceMaster returns tonight at 6:30 p.m. to disinfect third floor south, the second and first (save for the depot) floors, and the stairwells. Put your cups and other kitchenware in your drawers or cabinets. They return on Monday at 1 p.m. to disinfect the depot and third floor north.

A Beautiful Tradition: Food Monday



Those of us in Clifford Plaza will enjoy boxed sandwiches Monday mid- to late morning. We'll serve out of the 2nd floor kitchen, the 3rd floor training room, and the 1st floor admin office.

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Wipe-It-Down Wednesdays at Unity!

**Clean Your Work Area on Wednesdays
(whether at Clifford Plaza, in the field, or W@H)!**



Here's What to Do on Wipe-It-Down Wednesday:

- Wipe down the desk, the headset, the phone, the keyboard, and the monitor.
- Wash your hands 5-6 times per day particularly before and after eating.
- Use hand sanitizer and clean up after eating.

If you are on site at Clifford Plaza and your area's disinfectant station is out of wipes, ask your manager for more. If you are in the field, follow the hospital's protocols. If you are W@H and do not have wipes, spray a dry, clean, lint-free rag with a disinfecting fluid and wipe down.

Have You Seen This Kitchen Fairy at Clifford Plaza Lately?

Neither has anyone else. Please put your kitchenware as you use it directly into the dishwashers.

Report all sightings of our kitchen fairy to the Employee Assistance Program (EAP) hotline: 1-866-254-3555. You will find help there.



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Photo by Nick Youngson

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Fan-Favorite Burritos

Those of us in Clifford Plaza will enjoy breakfast burritos from Golden Pride on Monday mid- to late morning. We'll serve out of the 2nd floor kitchen, the 3rd floor training room, and the 1st floor admin office.



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Very Important: Please observe Social Distancing guidelines.

Now That We Are All on the Third Floor...

Be mindful about physically distancing yourself from your colleagues. Yes, it's been a while since we have all been together, but we must practice social distancing in our workplace to stay well and working within NM DOH/WHO/CDC guidelines. **Six feet from others is the recommended distance.** If you think you will be passing short of that distance within other people's presence, please wear your mask.

ALTERNATIVES TO HANDSHAKES, HUGS, HIGH FIVES AND HONGI



Short tutorial on signaling with flags [here](#). Interested? Need a new hobby? [Here's](#) the entire flag alphabet.

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Friday Reminders for Clifford Plaza

Deep Clean Happening 7pm Tonight

ServiceMaster returns tonight at 7 p.m. to disinfect the third floor, the first floor depot, and the stairwells. Be sure to put your cups and other kitchenware in your drawers or cabinets.

Image by [Karl-Heinz Gutmann](#) from [Pixabay](#)



Taste Treat Tuesday



Those of us in Clifford Plaza will enjoy tasty treats on Tuesday served in the 3rd floor training room..

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#UnityStrong

As states begin to plan for reopening, it is critical that all Unity employees adhere to the prevention protocols we are following for preventing infection by the novel coronavirus at Unity^{BPO} going forward. **As the U.S. reopens, it is likely that non-essential businesses will be following the same protocols that essential businesses such as Unity have been observing all along.** Social distancing and mask-wearing will continue to be a part of our lives until a vaccine and treatments are developed.

Unity's protocols are designed to adhere to guidelines published by the New Mexico Department of Health (NM DOH), the U.S. Centers for Disease Control (CDC), and the World Health Organization (WHO). **Our facility at Clifford Plaza has been checked and cleared by the NM DOH and the New Mexico State Police (NMSP), who have complimented our company's efforts to keep a safe environment.**

Those employees who are working at Clifford Plaza have been located in cubicles spaced 6 feet apart or they have had their schedules arranged so that they are not working in close proximity to each other. **If you leave your cubicle, wear your mask. All employees have been provided masks so please use them particularly when in common areas such as the elevator, restrooms, and break room. If you need another mask, contact Janet Adams** (janet.adams@unitybpo.com). Managers also wipe down commonly touched surfaces such as door handles and stair railings every day. We will be continuing to have our workplace sanitized every Friday evening with the same service that hospitals use. And Managers work jointly with HR to approve eligibility for work at home (W@H) and to gather data on our W@H pilot program, which has been an important component of our social distancing at Unity.

Follow these guidelines whether at the office or at home (employees who are working at a client site must follow the hospital's protocols and guidance):

1. Wash your hands often with soap and water for at least 20 seconds, especially after blowing your nose, coughing, or sneezing; after going to the bathroom; and before eating or preparing food--wash your hands after you eat, too. Wash your hands even when wearing gloves and are re-using the gloves. If soap and running water are not available, use an alcohol-based hand rub that contains at least 60% alcohol.
2. Avoid touching your eyes, nose, or mouth with unwashed hands.
3. Cover your cough or sneeze with the inside of your arm or a tissue, then throw the tissue in the trash and wash your hands.
4. Avoid close contact with people who are sick.
5. Wear any protective gear you are provided, or you have available, while out in the public, while walking in common areas at Clifford Plaza, or while you are working at a client site (gloves, masks, etc.).
6. If you can avoid carpooling, do so. Practice wiping down steering wheel, door handles, and other surface areas if you share vehicles to and from the office or work site.
7. DO NOT SHAKE HANDS and do not have physical contact of any kind unless completely unavoidable.
8. Practice social distancing by keeping a minimum of 6 feet distance between yourself and others.
9. Do not use each other's phones, unless it is an emergency. Do not use each other's workstations, supplies, or cubicles. Wipe your phone down daily with an antibacterial wipe, as well as any surfaces others have touched.
10. Do not come in if you are sick, and call your supervisor immediately.
11. Seek medical advice if you develop symptoms or if you have been in close contact with a person known to have COVID-19 or if you live in or have recently been in an area with a known ongoing spread of COVID-19.



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CDC recommends wearing cloth face coverings in public settings where other social distancing measures are difficult to maintain (e.g., grocery stores and pharmacies), especially in areas of significant community-based transmission.

Supplied mask is:

- 2ply knit cotton mask.
- Washable and reusable.
- Pouch for insert-able filter (not provided but furnace air filter or coffee filter can be used).
- 71% effective against .2 micron particles.

Coffee filter

<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>

furnace air filter

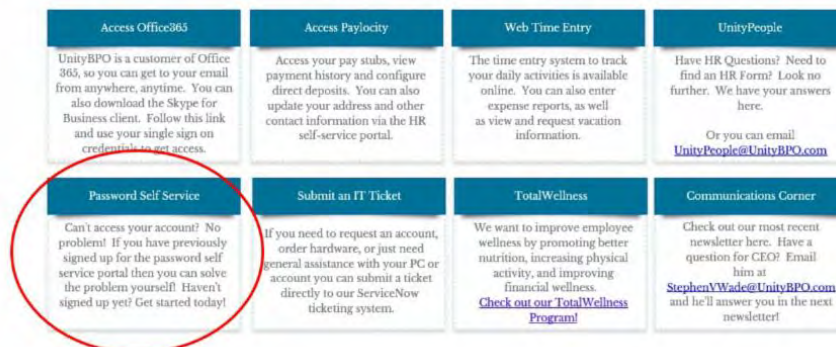
<https://www.refinery29.com/en-us/2020/04/9653771/cdc-surgeon-general-makes-face-mask>

Of Passwords and VPNs

1. Establish a Self-Service Password Reset capability.



UnityBPO employees will find links to resources and other helpful information on this page.



Go to the [Unity Employee Portal](#) and select the Password Self-Service option. You'll be presented with a screen that'll walk you through the process. It's ideal if you set this capability up before you ever leave the office with your hardware, but it can be implemented at home.

Perhaps you have already set up Self-Service Password Reset, but you have forgotten your answers to the Security questions. You can use Password Self-Service to update your questions and answers.

2. Do not wait until the last possible day to change your expiring password.

You will receive an email and/or a Windows notification when your password is about to expire, the first one arriving 2 weeks before the expiration date..

Murphy's Law: If anything can go wrong, it will, and things get worse under pressure. If you wait long enough to change your password, yes, that expiration date is going to fall on a day you are not working or it's the day before Day 1 of your W@H. Change your password well before its expiration date. Hold CTRL-ALT-DEL on your keyboard, click **Change a password**, then enter your current password in the **Old password** field and your new password in the **New password** and **Confirm password** fields.

3. Select a valid password.

A valid Unity password must be eight or more

characters in length and contain a mix of three of the following four properties:

- Uppercase letters (A–Z)
- Lowercase letters (a–z)
- Numbers (0–9)
- Symbols (!"£%^&*)



Pro tip: Change your Unity password so that it syncs with your VPN.



Once you are W@H, log into your VPN BEFORE you change your password.

A VPN is magic (cue the songbirds) when your Unity password and your VPN password are in sync. But if you are not logged into the VPN at home first BEFORE you change your Unity password, you will not be accessing the GBS desktop and all its applications any time soon. You will have to make a special trip back to the mother ship (Clifford Plaza) to get your passwords sync'd.

Once you have changed your password, you should also check your ability to log into Skype, Outlook, Teams, and Web Time Entry (WTE). Use any checkbox that offers the selection **Save Password** so that you don't have to enter it over and over. It's a good idea to remember your old password until you can log into all these applications. If you need help, email ITHelp@unitybpo.com.

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Wipe-It-Down Wednesdays at Unity!

**Clean Your Work Area on Wednesdays
(whether at Clifford Plaza, in the field, or W@H)!**



Here's What to Do on Wipe-It-Down Wednesday:

- Wipe down the desk, the headset, the phone, the keyboard, and the monitor.
- Wash your hands 5-6 times per day particularly before and after eating.
- Use hand sanitizer and clean up after eating.

If you are on site at Clifford Plaza and your area's disinfectant station is out of wipes, ask your manager for more. If you are in the field, follow the hospital's protocols. If you are W@H and do not have wipes, spray a dry, clean, lint-free rag with a disinfecting fluid and wipe down.

Good News, Bad News

Good news: The Clifford Plaza kitchen fairy has been located.

Bad news: She is sitting on a banana in the kitchen of a billionaire's yacht cruising the Caribbean.

Worst news yet: Even when the public health emergency ends, she has absolutely no intention of returning to the third floor kitchen of Clifford Plaza. However, she sweetly added that we at Unity are perfectly capable of putting our own dirty dishes in the dishwasher.



There you have it: we are on our own in the kitchen. We'll just have to keep on keeping on being clean in there.

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COVID-19 Scams: Still Out There

The [Federal Trade Commission \(FTC\)](#) reports that between January 1 and April 15, the FTC had gotten 18,235 reports related to COVID-19 scams, and people reported losing \$13.44 million dollars to COVID-related fraud. The median loss was nearly \$600. The top complaint categories relate to travel and vacations, online shopping, and bogus text messages. Keep in mind that the government will never telephone you to ask for money or your personal information (like Social Security, bank account, or credit card numbers). Furthermore, anyone who tells you to pay by Western Union or Money Gram, or by putting money on a gift card, is a scammer. The government and legit businesses will never tell you to pay that way.

Below are a few details about recent COVID scams.

Phishing

The FBI warns the public that cybercriminals are targeting the healthcare sector with email phishing that exploits fears about the COVID-19 pandemic. Hackers are taking advantage of increased remote work to launch double extortion ransomware, hijack videoconferences, target VPNs, and ramp up email phishing.

Google reports that they are blocking 18 million COVID-related phishing emails in a single week. According to Check Point Research, a cyber threat intelligence provider, 94% of COVID-related cyber attacks during the past 2 weeks were phishing attempts, with another 3% concentrated in mobile attacks sent through malicious apps. Check Point Research estimates that the number of COVID -related attacks has surged to an average of 14,000 per day, six times greater the number in the previous 2 week.

What Can I Look For & How Can I Protect Myself?

1. Be aware of lookalike domains, spelling errors in emails or websites, and unfamiliar email senders.
2. Be cautious with files you receive via email from unknown senders, especially if they prompt you for a certain action you would not do.
3. Ensure you are ordering goods from an authentic source. Search for your preferred retailer and click the link on the Search Results page, rather than links in emails.
4. Beware of "special" coronavirus offers for cures. There is no vaccine or treatment available yet. Ignore advice to drink bleach or other disinfectants.

Coronavirus Stimulus Payment Scams

Just as soon as you have a little money, cybercriminals want it. Here are some guidelines to ward off scammers:

1. Only use irs.gov/coronavirus to submit information to the IRS – and never in response to a call, text, or email.
2. The IRS won't contact you by phone, email, text message, or social media with information about your stimulus payment, or to ask you for your Social Security number, bank account, or government benefits debit card account number. Anyone who does is a [scammer phishing for your information](#).
3. You don't have to pay to get your stimulus money.
4. The IRS won't tell you to deposit your stimulus check then send them money back because they paid you more than they owed you. That's a fake check scam.

Report scams to the Federal Trade Commission at ftc.gov/complaint.

Food Delivery Scam

In this scam, after you place your order, you get a text message saying the food can't be delivered until you confirm your address. You click on the link and are sent to a message that reports your order is on the way, but you have not paid the \$1 (or \$3 or \$5) delivery fee. So you click again on a link that says Pay Delivery Cost, where you fill in your credit card information for the scammers. How do the scammers know you placed a food order? They don't. They are sending hundreds of thousands of text messages at once in the evening hours. When you place your order, ask the restaurant if everything is included in the payment you are making.

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Friday Reminders for Clifford Plaza

Deep Clean Happening 7pm Tonight

ServiceMaster returns tonight at 7 p.m. to disinfect the third floor, the first floor depot, and the stairwells. Be sure to put your cups and other kitchenware in your drawers or cabinets.



Taste Treat Tuesday...

...at Clifford Plaza will have a Cinco de Mayo flair. The treat will be served in the third floor training room.



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**Clean Your Work Area on Wednesdays
(whether at Clifford Plaza, in the field, or W@H)!**

- Wipe down the desk, the headset, the phone, the keyboard, and the monitor.
- Wash your hands 5-6 times per day particularly before and after eating.
- Use hand sanitizer and clean up after eating.

[illegible]

"Mass masking for source control is in our view a useful and low-cost adjunct to social distancing and hand hygiene during the COVID-19 pandemic," public health researchers from the United Kingdom and China wrote in a well-researched article published April 16 in [The Lancet](#).

We as a community need to do what we can to limit the spread of the novel coronavirus, especially as the economy begins to reopen.

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Manic Monday -- Pizza!!



Since we know Mondays are super busy, it's the perfect time to support our local Dion's and have a Pizza Day!

On Monday, Dion's will be delivering a variety of individual slices around Noon. We'll serve out of the 3rd floor training room. Beverages too.

Thank you all for your hard work and being here each and every day!!!

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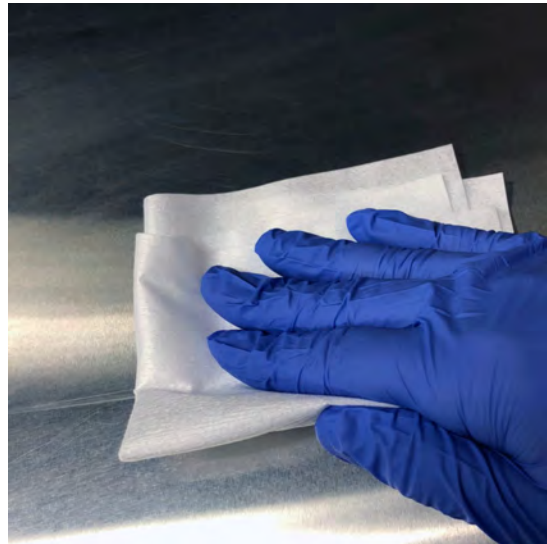
Wipe-It-Down Wednesdays at Unity!

Clean Your Work Area on Wednesdays (whether at Clifford Plaza, in the field, or W@H)!

Here's What to Do on Wipe-It-Down Wednesday:

- Wipe down the desk, the headset, the phone, the keyboard, and the monitor.
- Wash your hands 5-6 times per day particularly before and after eating.
- Use hand sanitizer and clean up after eating.

If you are on site at Clifford Plaza and your area's disinfectant station is out of wipes, ask your manager for more. If you are in the field, follow the hospital's protocols. If you are W@H and do not have wipes, spray a dry, clean, lint-free rag with a disinfecting fluid and wipe down.



All Workers Can Get Tested



all New Mexicans, symptomatic or not. Starting May 12, anyone in the public who needs or wants a test can get one free of charge. You can find the list of testing sites in Albuquerque on the [NM DOH website](#) (choose **Albuquerque** in the Filter by City field). Please remember to bring your insurance card with you when you get tested and to limit yourself to two people per vehicle to avoid unnecessary risk for viral spread. If you have no insurance card, you can still be tested free or charge. **This program of increased testing allows for more case surveillance and contact tracing which helps the community mitigate spread and keep New Mexico safe.**

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NEED HELP COPING WITH STRESS?

The Unity^{BPO} EAP can help.

The Unity Employee Assistance Program (EAP) provides a full spectrum of services and resources to help our employees deal with stressors in both the workplace and at home at no cost to you. The EAP can provide solution-based counseling and referrals to resources in many areas:

- Stress & anxiety
- Depression
- Child/ elder care
- Family challenges
- Conflict resolution
- Relationship issues
- Drug & alcohol abuse
- Workplace issues

The EAP is entirely confidential, designed to assist employees with personal problem that affect their health and well-being. **As a Unity employee you are entitled to six free visits with a counselor per issue.** These services are available free to not only Unity employees but their immediate family members living in the same household.



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APPENDIX B - CLIENT COMMS

Subject Line: Unity^{BPO}'s Responsibility to Our Clients

As a committed partner of <company name>, I am reaching out to update and reassure you regarding Unity^{BPO}'s preparation and planning with respect to COVID-19.

Our internal COVID-19 Task Force, which includes senior leadership, meets daily to review the latest development and to make prompt decisions. We are operating on facts and data, as they become available. We are emphasizing to our workforce the importance of following the guidelines and recommendations of the Centers for Disease Control and Prevention (CDC) and the World Health Organization (WHO) for reducing the spread of the novel coronavirus.

As demand grows for healthcare resources, education, and communication, we have experienced a surge in additional technical and clinical requests for technology support from our clients. We are striving to maintain an agile philosophy in regard to workforce management to support the workload.

With this in mind, the Unity team has identified the next phase in our preparations to provide support to our clients while protecting our Unity workforce. We have moved into the mobilization phase of our business continuity planning. Our employees have been trained on how to best protect themselves, how to identify symptoms, and the next steps required if symptoms do present.

Our proactive planning measures include:

- Symptom triage upon entry
- Continuous and intensive sanitizing of our facilities
- Mobilizing our secure remote work-at-home strategy
- Organizing an agile workforce schedule to handle an increase in volume of calls and requests
- Continuity major incident facilitation and resolution activities

As our clients start to mobilize work-from-home policies and plans, we will continue to adjust accordingly. I would like to reiterate my request to ensure that my team be part of your contingency planning to continue to aggregate plans and assess impact across our client base. Currently, New Mexico is not considered a high-impact state, and we are constantly monitoring updates on the New Mexico Department of Health website. The threat to our operations is still considered a low risk, and our clients are continuing to deploy inventory to our depots to allow for business continuity options as new technology needs are identified across the country.

With this in mind, we would also like to confirm our commitment to the safety of our Unity workforce, as their safety is of my utmost concern. For both virtual and field service support, we will prioritize activity and risk to ensure that our workforce continues to provide world-class support, but in as safe of an environment as possible.

<NAME>, and I are available at any time to talk with you should you have any questions.

Respectfully,
CEO
UnityBPO

APPENDIX C - POLICIES & WELLNESS

Employee COVID-19 Daily Safety Checklist

Name:

This checklist is to help you remember to follow safe practices during the COVID crisis. Please keep it at your workstation and go through it daily. Please contact your supervisor immediately if any answer to these questions is “NO,” or you have any other concern.

		No	Yes
1	Before coming to work today, am I experiencing flu-like symptoms (e.g. fever, headache, body aches, cough, difficulty breathing)?		
	Before coming to work today, I took my temperature. Is the reading above 100.2° F (37.9° C)?		
	If yes, DO NOT COME TO WORK. Contact your manager as per policy and indicate it is COVID19 related. Follow COVID19 HR Policies		
	If no, come to work as scheduled		
2	Am I washing my hands frequently enough (before and after breaks, lunch, meetings, using the bathroom)?		
	If sanitizer or wipes are out, I will notify my supervisor immediately		
3	Am I using hand sanitizer and wiping my desk down with sanitizing wipes at least once per week (Wipe It Down Wednesdays)?		
4	Am I wearing my mask when I step away from my workspace (walking to the restroom, attending meetings, approaching someone in their cubicle or office)?		
	Please wear a fresh, clean mask every day. See your supervisor if you need extras.		
5	Am I practicing 6-foot distancing in my work area, during lunch and breaks, and when I enter and leave the workplace?		
6	Have I wiped down my cell phone with sanitizing wipes regularly?		
7	Am I practicing safe practices outside of work?		
8	If I have answered “No” to any of these questions, did I report it to my manager?		

Return to Work Operating Practices

Operating Practice	Daily	Weekly	As Needed	Process Owner	Collaborators
1. Attendance Guidelines a. Complete Safety Checklist prior to coming to work	✓			Management	All Employees
2. Personal Hygiene a. Hand Washing b. Hand Sanitizer and Wipes Station c. Report depletion to supervisor	✓	✓	✓	Management	All Employees
3. PPE: Masks	✓			Management	All Employees
4. Enforce Social Distancing a. Common areas b. Lunch and breaks c. Restroom d. Minimize walking around e. Do not congregate socially f. Use stairwell if possible	✓	✓	✓	Management	All Employees
5. Cleaning and Disinfecting Protocol a. Desk/Workspace, keyboard, screens b. Telephones c. Breakroom and kitchenettes d. Door handles, elevator buttons, stairwell rails, copier buttons, etc...		✓	✓	Management	All Employees Disinfecting Company
6. Communication a. Global Email Communication b. Building Signage c. Managers to teams d. Customers	✓	✓	✓	Management	Management/Communications
7. Response to Confirmed Cases a. Report to public health authorities per current guidelines b. Follow current CDC & NMDOH current guidelines			✓	Management	Management/HR

EMPLOYEE RIGHTS

PAID SICK LEAVE AND EXPANDED FAMILY AND MEDICAL LEAVE UNDER THE FAMILIES FIRST CORONAVIRUS RESPONSE ACT

The **Families First Coronavirus Response Act (FFCRA or Act)** requires certain employers to provide their employees with paid sick leave and expanded family and medical leave for specified reasons related to COVID-19. These provisions will apply from April 1, 2020 through December 31, 2020.

► PAID LEAVE ENTITLEMENTS

Generally, employers covered under the Act must provide employees:

Up to two weeks (80 hours, or a part-time employee's two-week equivalent) of paid sick leave based on the higher of their regular rate of pay, or the applicable state or Federal minimum wage, paid at:

- 100% for qualifying reasons #1-3 below, up to \$511 daily and \$5,110 total;
- $\frac{2}{3}$ for qualifying reasons #4 and 6 below, up to \$200 daily and \$2,000 total; and
- Up to 12 weeks of paid sick leave and expanded family and medical leave paid at $\frac{2}{3}$ for qualifying reason #5 below for up to \$200 daily and \$12,000 total.

A part-time employee is eligible for leave for the number of hours that the employee is normally scheduled to work over that period.

► ELIGIBLE EMPLOYEES

In general, employees of private sector employers with fewer than 500 employees, and certain public sector employers, are eligible for up to two weeks of fully or partially paid sick leave for COVID-19 related reasons (see below). *Employees who have been employed for at least 30 days prior to their leave request may be eligible for up to an additional 10 weeks of partially paid expanded family and medical leave for reason #5 below.*

► QUALIFYING REASONS FOR LEAVE RELATED TO COVID-19

An employee is entitled to take leave related to COVID-19 if the employee is unable to work, including unable to **telework**, because the employee:

- | | |
|---|---|
| 1. is subject to a Federal, State, or local quarantine or isolation order related to COVID-19; | 5. is caring for his or her child whose school or place of care is closed (or child care provider is unavailable) due to COVID-19 related reasons; or |
| 2. has been advised by a health care provider to self-quarantine related to COVID-19; | 6. is experiencing any other substantially-similar condition specified by the U.S. Department of Health and Human Services. |
| 3. is experiencing COVID-19 symptoms and is seeking a medical diagnosis; | |
| 4. is caring for an individual subject to an order described in (1) or self-quarantine as described in (2); | |

► ENFORCEMENT

The U.S. Department of Labor's Wage and Hour Division (WHD) has the authority to investigate and enforce compliance with the FFCRA. Employers may not discharge, discipline, or otherwise discriminate against any employee who lawfully takes paid sick leave or expanded family and medical leave under the FFCRA, files a complaint, or institutes a proceeding under or related to this Act. Employers in violation of the provisions of the FFCRA will be subject to penalties and enforcement by WHD.



WAGE AND HOUR DIVISION
UNITED STATES DEPARTMENT OF LABOR

For additional information
or to file a complaint:
1-866-487-9243
TTY: 1-877-889-5627
dol.gov/agencies/whd



WH1422 REV 03/20

Due to the COVID-19 virus, Unity is amending the following policies on a temporary basis only. Unity reserves the right to change policies at any time. Policies are reviewed every 30 days at a minimum.

Policies below are based on recommendations and guidelines from official resources such as the CDC, NM Department of Health, Oklahoma State Department of Health, SHRM, DOL, etc.

Employees working on client sites must follow their policies, procedures and protocols.

Essential Personnel Definition

At Unity, the Service Desk analysts and Field Technicians are designated as essential personnel. When essential personnel directions are communicated, staff classified as Service Desk Analysts and/or Field Technicians should report to their designated work location to ensure the operation of essential functions or departments during an emergency.

Non-essential personnel should work with their Manager on determining their work schedule and location during an emergency.

Attendance and Return to Work Policy

Note: anyone with a positive test of COVID-19 (regardless of symptoms) must comply with the NMDOH and CDC procedures and notify Unity Human Resources via email.

Asymptomatic Employees

- NOTE: the CDC classifies someone who has been in the same indoor environment with but has avoided close contact (under 6 feet of distance) with a person diagnosed with COVID-19 as being at low risk of contracting the virus.
- Asymptomatic employees who wish to self-quarantine out of a concern that they may have been exposed to the COVID-19 virus, or who have concerns regarding underlying health conditions, must comply with the following:
 - Follow the CDC's and/or State's Health Department's current recommendations. Links provided below:
 - <https://www.cdc.gov/coronavirus/2019-nCoV/index.html>
 - <https://www.ok.gov/health/>
 - <https://nmhealth.org/>
 - Provide official documentation of the need to self-quarantine and/or following the guidelines above (i.e. Physician's note, emailed medical instructions, Online recommendations, etc.) to HR via email. Absence up to 14 days will be permitted with the appropriate documentation.
 - A Physician's "Return to Work Release" will be required upon return.
 - If an asymptomatic employee elects not to return to work after 14 days absence with a Return to Work Release from their provider, the employee may be subject to discipline up to and including termination depending on the circumstances.
 - Utilize PTO or LWOP during the 14 days and document it accordingly in WTE.
 - Telecommuting will only be permitted with approval.
 - All COVID-19 related absences must be discussed with HR. Please call or email first.
 - All other Unity policies and procedures remain in effect.

Symptomatic employees

Note: the NM DOH will contact anyone who tests positive for COVID-19. The NM DOH will also contact anyone whom they determine should self-quarantine based on exposure.

- Employees who have symptoms of acute respiratory illness are recommended to stay home, use the appropriate call out procedure to notify leadership of your absence from work, and not come to work until they are free of fever (100.4° F/37.8° C or greater using an oral thermometer), signs of a fever, and any other symptoms for at least 24 hours, **without** the use of fever-reducing or other symptom-altering medicines (e.g. cough suppressants, Tylenol, etc).
- If you have a fever of 100.4 then follow the CDC's and/or State's Health Department's current recommendations. Links provided below:
 - <https://www.cdc.gov/coronavirus/2019-nCoV/index.html>
 - <https://www.ok.gov/health/>
 - <https://nmhealth.org/>
- Managers have the option of separating and sending home any employee who appears to have acute respiratory illness symptoms (i.e. cough, shortness of breath) immediately.
- Should your symptoms persist, or your symptoms fit the COVID-19 description as defined in the links below, and you need to be screened for a test, **call 855-600-3453 (if you live in NM) or 877-215-8336 (if you live in OK)**. It is highly recommended you follow their recommendations. If you live in another state, follow your state's Dept of Health testing guidelines. COVID-19 screening and testing links provided below:
 - <https://cv.nmhealth.org/public-health-screening-and-testing/>
 - <https://coronavirus.health.ok.gov/articles/testing-covid-19>
- As with any other absence, you will be paid through use of currently accrued PTO balance. You will not be paid for time off if you do not have an accrued PTO balance, per standard Unity policy. However, unpaid time will be approved for the acute respiratory, or flu-like symptoms stated above. Additionally, Unity is extending the time period to 5 consecutive days from your initial call out from work in which you are required to provide a physician's note and a clearance to return to work.
- Unity will document COVID-19 related absences separately than other attendance issues for reporting purposes.
- All COVID-19 related absences must be discussed with HR. Please call or email to schedule an appointment in advance. HR Contact: Email: HR@unitybpo.com or call Shanna Hicks at Desk: 505.346.4929 | Cell: 505.340.5459 for more urgent matters.

Travel Expectations

- **Please refer to current CDC and Local State Travel Guidelines before planning any travel.**
 - <https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html>
- The health and safety of our employees, employee's families, communities and clients are Unity's top priority.
- Domestic Travel: If you travel for personal reasons outside of your residing State, you will be required to self-quarantine for 14 days upon return. As with any other absence, you will be paid through use of currently accrued PTO balance. You will not be paid for time off if you do not have an accrued PTO balance, per standard Unity policy.

- **Public Transportation:** If you use public transportation to and from work (bus, taxi, rideshare, etc.), please follow these CDC guidelines:
 - Keep windows open when possible
 - Increase ventilation
 - Regularly disinfect surfaces (carry wipes with you)
- **International Travel:** We ask that you stay informed of the latest state and federal recommendations regarding travel. Anyone traveling to a country or region identified by health agencies as a significant threat for transmission at the time of your travel, please refer to current CDC and Local State Travel before planning any travel. **You will be subject to the CDC and/or State Level quarantine guidelines at the time of your return.** As with any other absence, you will be paid through use of currently accrued PTO balance. You will not be paid for time off if you do not have an accrued PTO balance, per standard Unity policy. Travelers returning from these areas must call their State of residence's COVID hotline. The NMDOH epidemiology hotline is (505) 827-0006. The OKDOH hotline is 877-215-8336.
- **Cruise: Employees returning from a cruise, regardless of location, are required to self-quarantine for 14 days before returning to work.** As with any other absence, you will be paid through use of currently accrued PTO balance. You will not be paid for time off if you do not have an accrued PTO balance, per standard Unity policy.
- If you have returned from a cruise, Level 2 or 3 country, we recommend you follow the CDC guidelines to monitor your health and practice social distancing:
 - Take your temperature with a thermometer two times a day and monitor for fever. Also watch for cough or trouble breathing.
 - Stay home and avoid contact with others.
 - Do not take public transportation, taxis, or ride-shares during the time you are practicing social distancing.
 - Avoid crowded places (such as shopping centers and movie theaters) and limit your activities in public.
 - Keep your distance from others (about 6 feet or 2 meters).
- Proof of travel will be required.
- Employees must notify Human Resources if in self-quarantine status and obtain a Return to Work clearance prior to the 1st day of returning to the workplace. Please call or email to schedule an appointment in advance. HR Contact: Email: HR@unitybpo.com or call Shanna Hicks at Desk: 505.346.4929 | Cell: 505.340.5459 for more urgent matters.

Child or Elder Care

- If you have reported potential childcare or elder care issues in the preparedness interview with your manager, absences as a result of child or elder care will not accrue points. As with any other absence, you will be paid through use of currently accrued PTO balance. You will not be paid for time off if you do not have an accrued PTO balance, per standard Unity policy.
- As an alternative, Unity is willing to provide employees with children under the age of 12 a reimbursement of \$25 per day or \$ \$125 per week for one child, or a \$30 per day or \$150 per week for 2 or more children, to assist with childcare costs while schools are closed for up to a maximum of 3 weeks per employee.
- Employees must notify Human Resources if in need of financial assistance for childcare. Please call or email to schedule an appointment in advance.

Child Care Request Form

Please Submit Completed Form to Human Resources

Request Date

Employee Name (First and Last Name)

Child Care Providers Name

Child Care Provider's Phone Number

Anticipated Timeframe You Will Need Child
Care

Number of Children and Ages

Employee Signature

Date

Human Resource Approval Below

Approved or Not Approved

Estimated # of Number of Days/Children
Requested

If NOT Approved, Explain Why

Director, HR Signature

Date

Next Steps:

Your Manager will be notified of approval status. If approved, please work with your manager at the end of each workweek to complete an Expense Report.

If you are not utilizing a professional service in which a receipt can be obtained, you will be required to have the Child Care provider fill out the attached form. If you are utilizing a professional Child Care provider, please ask them to provide you with a receipt of service.

Child Care Provider Proof of Service

Child Care Provider's Name

Number of Children and Ages

Dates of Service

Child Care Provider's Signature

Date

Please complete this form weekly and submit it with your Request for Reimbursement. See your manager for assistance.

Essential Personnel



Unity Essential Personnel = Service Desk Analysts and Field Technicians



Essential personnel report to their designated work location to ensure operations during an emergency.



Telecommuting will be permitted only with approval.



Anyone working on client sites must follow the client's policies, procedures, and protocols.



Non-essential personnel need to work with their manager to determine their schedule & location.

Attendance and Return to Work Policy



Positive Diagnosis for COVID-19? Comply with CDC and NM DOH procedures & email Unity HR (HR@unitybpo.com). HR will document COVID-19 absences separately from other absences.



All COVID-19 absences must be discussed with HR. Call 505-346-4929 or email HR@unitybpo.com to make an appointment for discussion. You will use PTO first, then LWOP for COVID-19 absences.



Self-quarantined asymptomatic employees need to document their need and follow their state's DOH recommendations.



Self-quarantined asymptomatic employees can get up to 14 days' leave approved if they have documentation.



Symptoms of acute respiratory illness = Fever (100.4° F/37.8° C or greater) + Cough + Shortness of breath



If you are symptomatic, follow your State DOH current recommendations and stay home. Managers can send home symptomatic employees.



Symptomatic employees have 5 consecutive days from the initial call-out to produce a physician's note and clearance to return to work if applicable.

Travel



Planning travel? Be sure to check the current guidelines for travel from CDC and State DOHs.



If you travel out of state for personal reasons by air or cruise ship, or you travel out of the country, you must self-quarantine for 14 days upon return. Report your self-quarantine to HR (HR@unitybpo.com). Use PTO first, then LWOP.



Use public transportation to and from work?

- Keep windows open when possible.
- Increase ventilation.
- Regularly disinfect surfaces (carry wipes with you).



Back from a cruise or Level 2 or 3 country?

- Take your temperature with a thermometer twice a day to monitor for fever. Also watch for cough or shortness of breath.
- Do not take public transportation. Stay home and avoid contact with others. No crowds and limit your activities in public
- Keep your physical distance from others (about 6 feet).

Child or Elder Care



Reported potential childcare or elder care issues to your manager? Then absences caused by childcare or elder care issues will not accrue occurrences. Use PTO, then LWOP.



For employees with children under the age of 12, Unity will reimburse employees \$25 per day or \$125 per week for one child, or \$30 per day or \$150 per week for two or more children while schools are closed for a maximum of 3 weeks per employee.



HR must be notified if you wish to apply for this stipend. Call 505-346-4929 or email HR@unitybpo.com to make an appointment to discuss this.

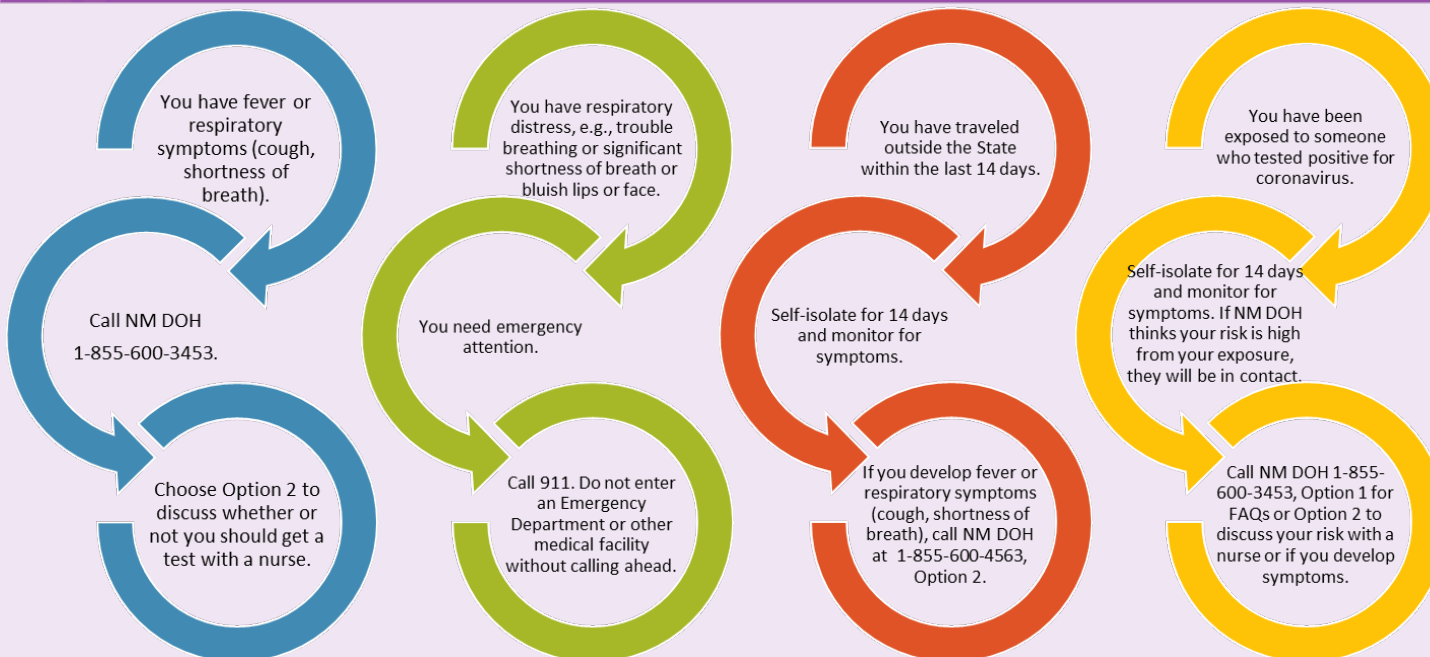
COVID-19 TESTING IN NM

1 COVID-19 testing in New Mexico is not an on-demand test.

2 You must have symptoms to be tested.

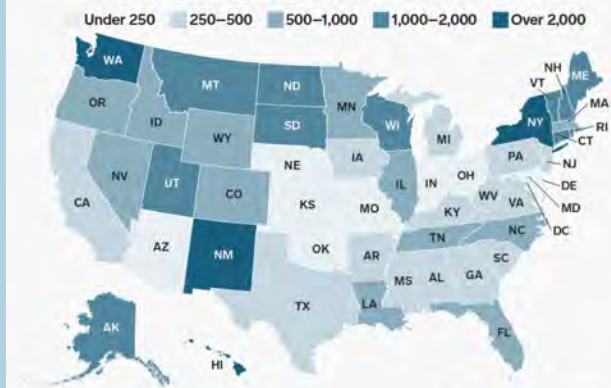
3 Clinical symptoms of COVID-19 are high fever, cough, or shortness of breath.

4 What to do when (based on NM DOH Testing and Travel guidelines).



As of 23 March 2020, NM was #3 in the country, just behind NY and Washington State, for the number of tests administered per million people.

Coronavirus tests per 1 million residents



	NUMBER OF TESTS	TESTS PER MILLION		NUMBER OF TESTS	TESTS PER MILLION
AK	968	1,323	MT	1,180	1,104
AL	1,621	331	NC	6,438	614
AR	876	290	ND	1,288	1,690
AZ	521	72	NE	406	210
CA	12,840	325	NH	2,341	1,722
CO	5,436	944	NJ	2,290	258
CT	3,600	1,010	NM	5,386	2,569
DC	1,229	1,741	NV	2,638	856
DE	92	94	NY	61,401	3,156
FL	11,270	525	OH	491	42
GA	4,040	381	OK	838	212
HI	3,011	2,127	OR	3,025	717
IA	1,305	414	PA	5,443	425
ID	1,356	759	RI	1,231	1,162
IL	8,329	657	SC	1,661	323
IN	1,494	222	SD	1,038	1,173
KS	481	165	TN	3,777	553
KY	1,571	352	TX	8,756	302
LA	3,498	752	UT	3,689	1,151
MA	6,128	889	VA	3,337	391
MD	338	56	VT	1,158	1,856
ME	2,353	1,750	WA	30,875	4,055
MI	3,104	311	WI	6,615	1,136
MN	4,680	830	WV	464	259
MO	475	77	WY	484	836
MS	1,321	444			

Source: The COVID Tracking Project; 2019 population figures from Census Bureau. Test numbers as of 9:30 AM March 23, 2020.

BUSINESS INSIDER

COVID-19 Crib Notes



March 20, 2020



<https://cv.nmhealth.org/>



1-855-600-3453

Coronavirus Hotline

(where you can discuss your risk
and if you should be tested)



1-833-551-0518

*For non-health related COVID-19
questions*



Urban Health
Vulnerability Index

<https://covid.rs21.io/>

Cool website made by a
Unity partner, RS21 for one-
stop overview of COVID-19
resources



[https://unitybpo.sharepoint.com/sites/Communications/Pages/
UnityPeople/HR-Corner.aspx](https://unitybpo.sharepoint.com/sites/Communications/Pages/UnityPeople/HR-Corner.aspx)

Unity employee portal's
UnityPeople tab for the
latest on HR policies



A Provider & Patient Engagement Company

need HR?

HR contacts for making
appointments



HR@unitybpo.com



505-346-4929

COVID-19 Crib Notes



March 20, 2020



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Unity employee portal's
UnityPeople tab for the
latest on HR policies



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need HR?

HR contacts for making
appointments



HR@unitybpo.com



505-346-4929

BUTTTASTIC 7 Day Squat Challenge



STARTS – Wednesday April 8
For both Clifford Plaza
and W@H Employee

BEGINNER SQUAT CHALLENGE	
counter balance box squat	counter balance air squat
day 1 20 reps	day 15 30 reps
day 2 30 reps	day 16 30 reps
day 3 rest	day 17 rest
day 4 20 reps	day 18 30 reps
day 5 30 reps	day 19 30 reps
day 6 40 reps	day 20 40 reps
day 7 rest	day 21 rest

New to Squats?
No Problem – Participate in Modified Squats

WIFM – What's in it for me?

Nice Gluts – Stay Active – Competition – Learn New Healthy Facts – Prizes –
 Stay Connected with coworkers while WFH/Office – Clear your mind

How Does It Work?

Email Peggy Kay that you want to participate – peggy.kay@unitybpo.com

Proper technique video and instructions will be sent to you

There will be a Teams Group created

Monitor Teams

Post on Teams you completed your Squats daily / Answer Trivia Questions / Post Pictures

Points are awarded for your participation

At the end of the 7 days – Top 5 Point Earners will be announced

Bragging Rights - Nice Gluts – Prize

What do you have to lose?

NOTHING BUTT

Weekly Challenges will be posted –

All Points will be added for the **Grand Prize Awarded May 13**

Upcoming Challenges

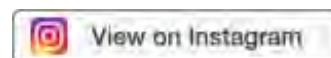
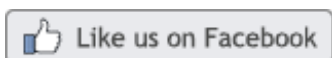
Did you get your 64 ounces of water today?

Did you take 10 minutes of mindfulness today?

Did you get your Exercise in today?

Each week you will add the previous challenges in to your daily routine = **MORE POINTS**

Did you know UnityBPO is on Social Media?! Follow us!





UnityBPO

7601 Jefferson ST NE ~ Suite 120 ~ Albuquerque, NM 87109

505-346-4900 | www.UnityBPO.com

Unity ^{BPO} Total Wellne\$\$!

WaterTastic 7 Day Challenge



STARTS – Wednesday, April 15

#UnityStrong



WIFM – What's in it for me?

Helps Maintain the Balance of Body Fluids

Can Help Control Calories

Water Helps Energize Muscles

Helps Keep Skin Looking Good

Water Helps Your Kidneys

OF COURSE PRIZES

How Does It Work?

Want to join – Email Peggy Kay – peggy.kay@unitybpo.com

Healthy information will be sent to you

All participants will be added to Microsoft Teams

Post Pictures / Tips/ Daily Check In / Encourage others / Answer Trivia

Points are given out for all of your posts

End of the 7 Days – Our winners will be announced.

Upcoming Weekly Challenges - Next 2 weeks are:

Did you take 10 minutes of mindfulness today

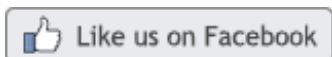
Did you get in your favorite exercise today

Each week you add to your previous weekly points

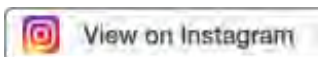
Winner will be announced on May 13!!!

Any questions please feel free to reach out to Peggy Kay or Lisa Hogan.

Did you know UnityBPO is on Social Media?! Follow us!



Follow us on **twitter**



UnityBPO

7601 Jefferson ST NE ~ Suite 120 ~ Albuquerque, NM 87109

505-346-4900 | www.UnityBPO.com

10-Minute Meditation – Mindfulness – Quiet Time

#UnityStrong 7-Day Challenge



WIFM – What's In It for Me?

- Clear your head before you start your day.
- Time to “Wind Down” from the day.
- Become More Aware.
- & OF COURSE WE HAVE PRIZES

How Does It Work?

Same as the other challenges.

1. Email Peggy Kay – peggy.kay@unitybpo.com and healthy information will be sent to you.
2. You will be added to the Challenge Team Group in Microsoft Teams.
3. Then monitor the Squat Challenge Team (we didn't change the name from the first Challenge, because we want you to join in the Squat and Water challenges, too!)
4. Post pics and tips...check in daily... encourage others...answer trivia.

Points are given out for all of your posts. At the end of the 7-day challenges, our winners will be announced.



- Did you get in your favorite exercise today?

Overall Challenge Winner Announced May 13!

Questions? Please feel free to reach out to Peggy Kay or Lisa Hogan.

NOTICE: Please **do not forward this** or any internal Unity^{BPO} communications to customers, a third-party email address, or your customer-based email address without prior approval from Communications@UnityBPO.com.

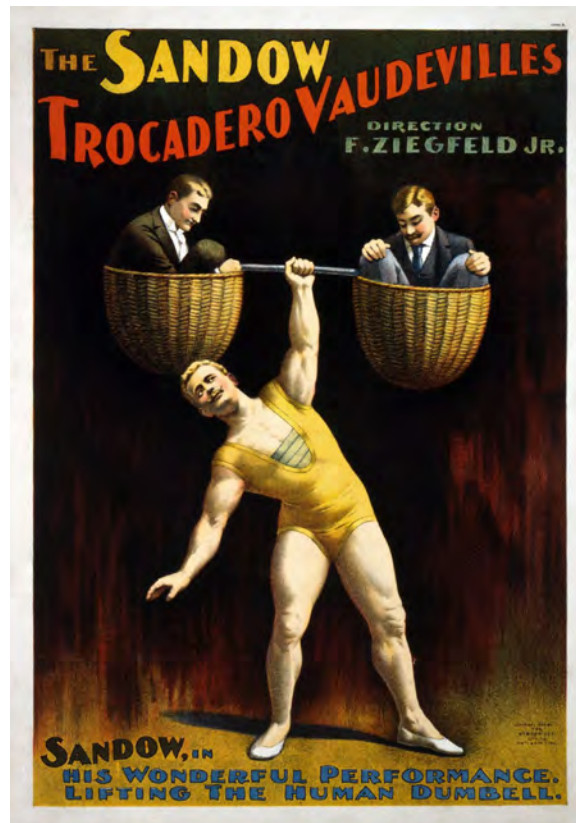
[UnityBPO](#) | 505-346-4900 | Communications@UnityBPO.com

4100 Osuna Rd NE, STE 1-110, Albuquerque, NM 87109



What's Your Favorite 10-Minute Exercise?

#UnityStrong 7-Day Challenge:
Add Your Favorite 10-Minute Exercise!



WIFM – What's In It for Me?

- Fill out your challenge routine (squat, water intake, meditation) with something you like to do
- Feel happier and more energetic
- Find balance
- & OF COURSE WE HAVE PRIZES

How Does It Work?

Same as the other challenges. And it's not too late to join the Fitness Challenge team!

1. If you have been on the Challenge team over the past weeks, you are automatically in this new challenge, too.
2. **If you are a newbie to the Fitness Challenges but want to join in**, email Peggy Kay – peggy.kay@unitybpo.com tomorrow morning (Wednesday) and healthy information will be sent to you.
 - You will be added to the Challenge Team Group in Microsoft Teams.
 - Then monitor the Squat Challenge Team (we didn't change the name from the first Challenge, because we want you to join in the Squat, Water, and Meditation challenges, too!)
3. Post pics & tips. Check in daily. Encourage others. Answer trivia.

Points are given out for all of your posts. At the end of the 7-day challenges, our winners will be announced.



Overall Challenge Winner Announced May 13!

Questions? Please feel free to reach out to Peggy Kay or Lisa Hogan.

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[UnityBPO](https://www.unitybpo.com) | 505-346-4900 | Communications@UnityBPO.com

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APPENDIX D - CLEAN WORKPLACE

DISINFECTANT STATION



Hand sanitizer can help kill germs



Disinfect weekly your desks, phones, and keyboards













































Runny nose or cough then dispose properly after use

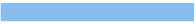




















Dispose used wipes/tissues in the closed bin

APPENDIX E - W@H

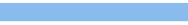


















ID		Task Mode	Task Name	Duration	Start	Finish
1			UnityBPO COVID-19 Remote Worker Contingency Plan	11 days	Tue 3/24/20	Mon 4/6/20
2			IT Leadership Team Kickoff Meeting	1 day	Tue 3/24/20	Tue 3/24/20
3			Align Resources	1 day	Wed 3/25/20	Wed 3/25/20
4			Hardware Acquisition Configuration	5 days	Tue 3/24/20	Sat 3/28/20
5			Procure Laptops	4 days	Tue 3/24/20	Fri 3/27/20
6			Determine Specifications	1 day	Tue 3/24/20	Tue 3/24/20
7			Place Order	1 day	Tue 3/24/20	Tue 3/24/20
8			Receive Order	1 day	Fri 3/27/20	Fri 3/27/20
9			Procure Headsets	4 days	Wed 3/25/20	Sat 3/28/20
10			Determine Specifications	1 day	Wed 3/25/20	Wed 3/25/20
11			Place Order	1 day	Wed 3/25/20	Wed 3/25/20
12			Receive Order	1 day	Sat 3/28/20	Sat 3/28/20
13			Prepare Test Laptop	4 days	Wed 3/25/20	Sat 3/28/20
14			Prepare Post OS Configuration Script	3 days	Wed 3/25/20	Fri 3/27/20
15			Domain Join	1 day	Fri 3/27/20	Fri 3/27/20
16			Wireless Configuration Script install on Test Laptop	1 day	Fri 3/27/20	Fri 3/27/20
17			Perform UAT and QA	1 day	Fri 3/27/20	Fri 3/27/20
18			Document Script Installation Procedures	1 day	Fri 3/27/20	Fri 3/27/20
19			Document Home Setup Procedures	1 day	Sat 3/28/20	Sat 3/28/20
20			Configure First 80 Laptops	5 days	Tue 3/24/20	Sun 3/29/20
21			Identify and Prepare Staging Area	2 days	Tue 3/24/20	Wed 3/25/20
22			Unbox Laptops	1 day	Fri 3/27/20	Fri 3/27/20
23			Unbox Headsets	1 day	Sat 3/28/20	Sat 3/28/20

Project: COVID-19 Remote Wo
Date: Wed 7/8/20

Task		Inactive Summary		External Tasks	
Split		Manual Task		External Milestone	
Milestone		Duration-only		Deadline	
Summary		Manual Summary Rollup		Progress	
Project Summary		Manual Summary		Manual Progress	
Inactive Task		Start-only			
Inactive Milestone		Finish-only			

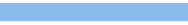


















ID		Task Mode	Task Name	Duration	Start	Finish
24			Domain Join	2 days	Sat 3/28/20	Sun 3/29/20
25			Wireless Configuration Script install on Test Laptop	2 days	Sat 3/28/20	Sun 3/29/20
26			Perform UAT and QA	2 days	Sat 3/28/20	Sun 3/29/20
27			Deploy First 80 Laptops	6 days	Tue 3/24/20	Sun 3/29/20
28			Policies, Procedures, and Checklists	5 days	Tue 3/24/20	Sat 3/28/20
29			Telecommute Policy	1 day	Tue 3/24/20	Tue 3/24/20
30	 		Hardware Checklist / Financial Responsibility Signature Form	2 days	Thu 3/26/20	Fri 3/27/20
31			Laptop and Charger + \$	2 days	Thu 3/26/20	Fri 3/27/20
32			Mouse + \$	2 days	Thu 3/26/20	Fri 3/27/20
33			Keyboard + \$	2 days	Thu 3/26/20	Fri 3/27/20
34			Headset + \$	2 days	Thu 3/26/20	Fri 3/27/20
35			Ethernet Patch Cable + \$	2 days	Thu 3/26/20	Fri 3/27/20
36			Monitor + \$	2 days	Thu 3/26/20	Fri 3/27/20
37			HDMI Cable + \$	2 days	Thu 3/26/20	Fri 3/27/20
38			Mini Display Port Cable + \$	2 days	Thu 3/26/20	Fri 3/27/20
39			Mounting Bracket + \$	2 days	Thu 3/26/20	Fri 3/27/20
40			Condition of Equipment Deployed	2 days	Thu 3/26/20	Fri 3/27/20
41			Condition of Equipment Received	2 days	Thu 3/26/20	Fri 3/27/20
42			Financial Responsibility Clause and Employee Signoff	2 days	Thu 3/26/20	Fri 3/27/20
43	 		Post OS Configuration Script Installation Procedure	1 day	Fri 3/27/20	Fri 3/27/20
44	 		Home Setup Procedure	2 days	Fri 3/27/20	Sat 3/28/20
45	 		Remote Access Procedures	2 days	Fri 3/27/20	Sat 3/28/20












































Project: COVID-19 Remote Wo
Date: Wed 7/8/20

Task		Inactive Summary		External Tasks	
Split		Manual Task		External Milestone	
Milestone		Duration-only		Deadline	
Summary		Manual Summary Rollup		Progress	
Project Summary		Manual Summary		Manual Progress	
Inactive Task		Start-only			
Inactive Milestone		Finish-only			

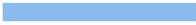


















ID	 Task Mode	Task Name	Duration	Start	Finish
63		Documentation (Post Implementation)	0 days	Fri 4/3/20	Fri 4/3/20
64		Create Procedural Documents from Video Capture	0 days	Fri 4/3/20	Fri 4/3/20
65		Consolidate and add Telecommute Documentation and Tipsheets to GBS Runbook	0 days	Fri 4/3/20	Fri 4/3/20
66		Collect Assigned-hardware Checklist and update Asset Management records	0 days	Fri 4/3/20	Fri 4/3/20
67		Assemble Checklist Bags	2 days	Sat 3/28/20	Sun 3/29/20
68	 	Bag	2 days	Sat 3/28/20	Sun 3/29/20
69	 	Checklist Items (as applicable)	2 days	Sat 3/28/20	Sun 3/29/20
70	 	Laptop and Charger	2 days	Sat 3/28/20	Sun 3/29/20
71	 	Mouse	2 days	Sat 3/28/20	Sun 3/29/20
72	 	Keyboard	2 days	Sat 3/28/20	Sun 3/29/20
73	 	Headset	2 days	Sat 3/28/20	Sun 3/29/20
74	 	Ethernet Patch Cable	2 days	Sat 3/28/20	Sun 3/29/20
75	 	Monitor	2 days	Sat 3/28/20	Sun 3/29/20
76	 	Mounting Bracket	2 days	Sat 3/28/20	Sun 3/29/20
77	 	Checklist Signature Form	2 days	Sat 3/28/20	Sun 3/29/20
78		Monitoring and Quality Controls	5 days	Mon 3/30/20	Fri 4/3/20
79	 	Infrastructure	5 days	Mon 3/30/20	Fri 4/3/20
80		VPN Licenses	5 days	Mon 3/30/20	Fri 4/3/20
81	 	Inbound Internet Usage	5 days	Mon 3/30/20	Fri 4/3/20
82	 	Employee Performance	5 days	Mon 3/30/20	Fri 4/3/20
83	 	Call Quality	5 days	Mon 3/30/20	Fri 4/3/20



























Project: COVID-19 Remote Wo
Date: Wed 7/8/20

Task		Inactive Summary		External Tasks	
Split		Manual Task		External Milestone	
Milestone		Duration-only		Deadline	
Summary		Manual Summary Rollup		Progress	
Project Summary		Manual Summary		Manual Progress	
Inactive Task		Start-only			
Inactive Milestone		Finish-only			




















ID		Task Mode	Task Name	Duration	Start	Finish
84			SLAs and KPIs	5 days	Mon 3/30/20	Fri 4/3/20
85			Remaining (20) Deployments 2nd and 3rd Floors	5 days	Mon 3/30/20	Fri 4/3/20
86			Run Configuration Scripts on Laptops	5 days	Mon 3/30/20	Fri 4/3/20
87			Perform UAT and QA	5 days	Mon 3/30/20	Fri 4/3/20
88			Assemble Checklist Bags	5 days	Mon 3/30/20	Fri 4/3/20
89			Bag	5 days	Mon 3/30/20	Fri 4/3/20
90			Checklist Items (as applicable)	5 days	Mon 3/30/20	Fri 4/3/20
91			Laptop and Charger	5 days	Mon 3/30/20	Fri 4/3/20
92			Mouse	5 days	Mon 3/30/20	Fri 4/3/20
93			Keyboard	5 days	Mon 3/30/20	Fri 4/3/20
94			Headset	5 days	Mon 3/30/20	Fri 4/3/20
95			Ethernet Patch Cable	5 days	Mon 3/30/20	Fri 4/3/20
96			Monitor	5 days	Mon 3/30/20	Fri 4/3/20
97			Mounting Bracket	5 days	Mon 3/30/20	Fri 4/3/20
98			Checklist Signature Form	5 days	Mon 3/30/20	Fri 4/3/20
99			Monitoring and Quality Controls	5 days	Mon 3/30/20	Fri 4/3/20
100			Infrastructure	5 days	Mon 3/30/20	Fri 4/3/20
101			VPN Licenses	5 days	Mon 3/30/20	Fri 4/3/20
102			Inbound Internet Usage	5 days	Mon 3/30/20	Fri 4/3/20
103			Employee Performance	5 days	Mon 3/30/20	Fri 4/3/20
104			Call Quality	5 days	Mon 3/30/20	Fri 4/3/20
105			SLAs and KPIs	5 days	Mon 3/30/20	Fri 4/3/20
106			1st Floor Personnel	8 days	Thu 3/26/20	Fri 4/3/20

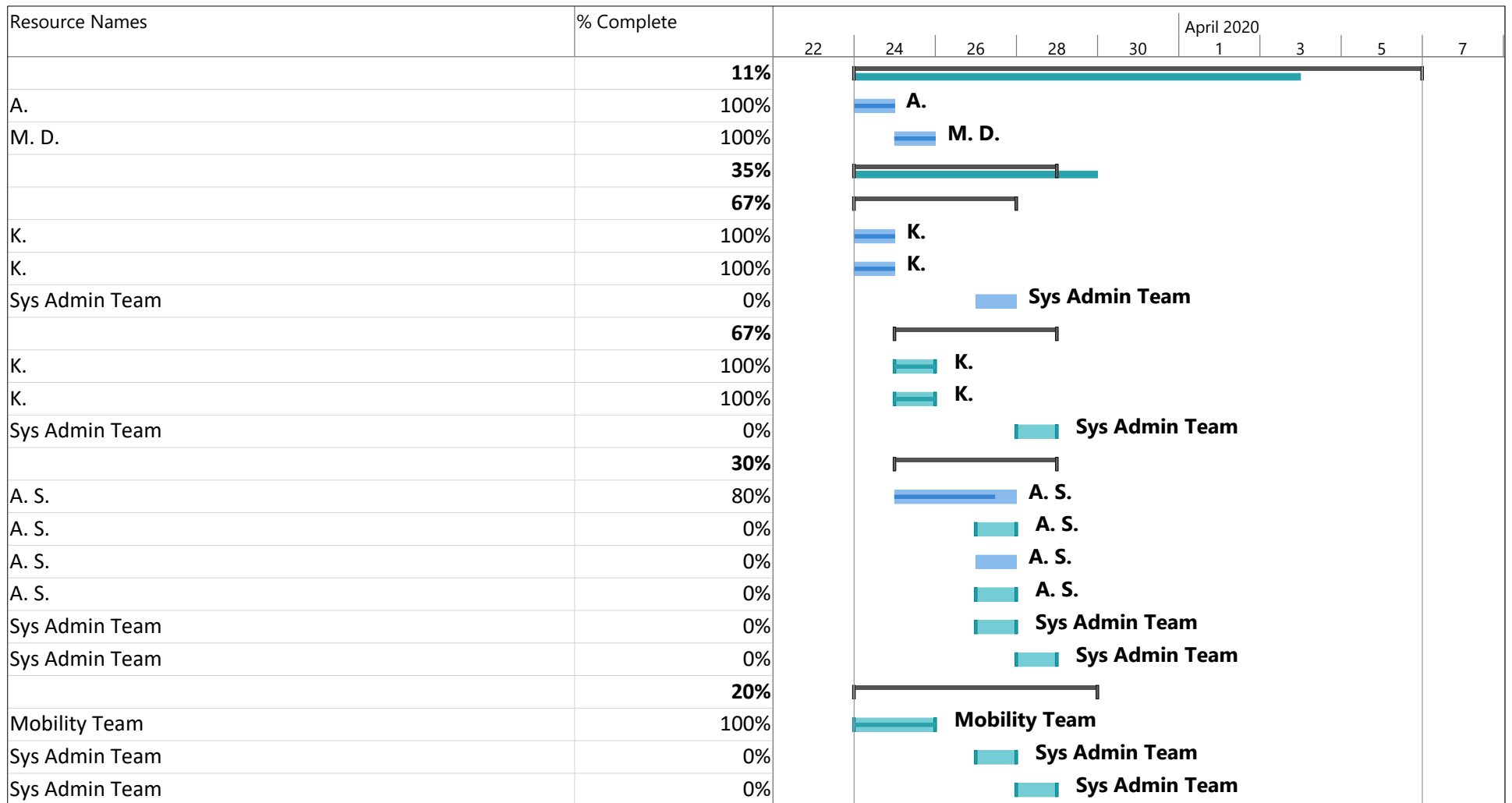
Project: COVID-19 Remote Wo
Date: Wed 7/8/20

Task		Inactive Summary		External Tasks	
Split		Manual Task		External Milestone	
Milestone		Duration-only		Deadline	
Summary		Manual Summary Rollup		Progress	
Project Summary		Manual Summary		Manual Progress	
Inactive Task		Start-only			
Inactive Milestone		Finish-only			

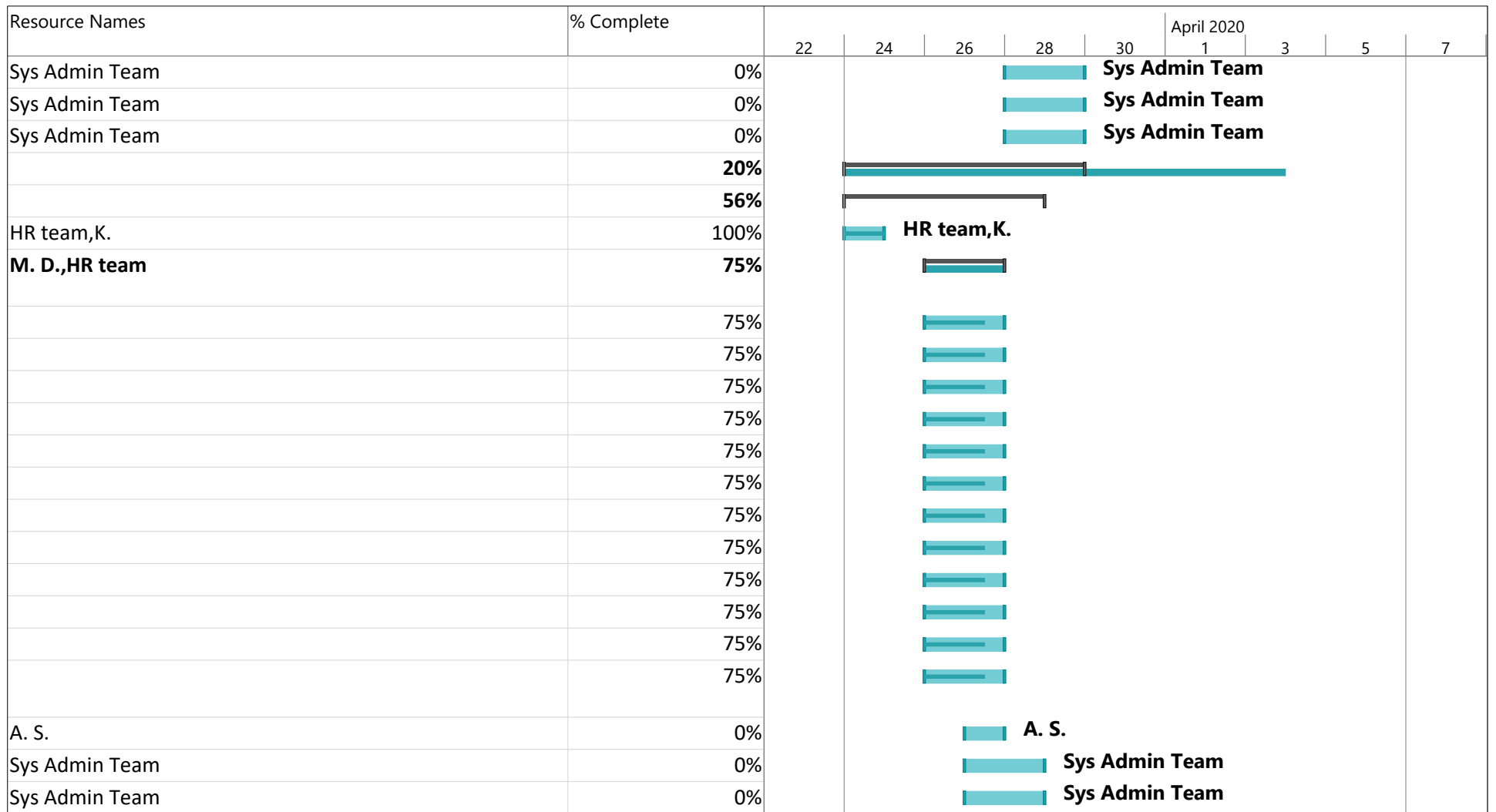
ID		Task Mode	Task Name	Duration	Start	Finish
107			Remote Test of Respective Business Applications	8 days	Thu 3/26/20	Fri 4/3/20
108			S. W.	8 days	Thu 3/26/20	Fri 4/3/20
109			S.	8 days	Thu 3/26/20	Fri 4/3/20
110			P.	8 days	Thu 3/26/20	Fri 4/3/20
111			B.	8 days	Thu 3/26/20	Fri 4/3/20
112			J. O.	8 days	Thu 3/26/20	Fri 4/3/20
113			L.	8 days	Thu 3/26/20	Fri 4/3/20
114			J. A.	8 days	Thu 3/26/20	Fri 4/3/20
115			S. H.	8 days	Thu 3/26/20	Fri 4/3/20
116			A. C. D.	8 days	Thu 3/26/20	Fri 4/3/20
117			Identification of Remote Workflow Application / Access Issues	8 days	Thu 3/26/20	Fri 4/3/20
118			Mitigation of Issues	8 days	Thu 3/26/20	Fri 4/3/20
119			Post Deployment Support	8 days	Thu 3/26/20	Fri 4/3/20
120			Define Incident Support Workflow	2 days	Thu 3/26/20	Fri 3/27/20
121			Coordinate Phone Support of Unity IT Help Line	2 days	Thu 3/26/20	Fri 3/27/20
122			Coordinate additional support of Unity IT Help incident queue	2 days	Thu 3/26/20	Fri 3/27/20
123			Touchbase with Telecommute Employees within 2 days of Hardware Deployment	5 days	Mon 3/30/20	Fri 4/3/20
124			Require E-mail validation that equipment and access to required Toolsets is fully functional prior to approval to work remotely	6 days	Sun 3/29/20	Fri 4/3/20

Project: COVID-19 Remote Wo
Date: Wed 7/8/20

Task		Inactive Summary		External Tasks	
Split		Manual Task		External Milestone	
Milestone		Duration-only		Deadline	
Summary		Manual Summary Rollup		Progress	
Project Summary		Manual Summary		Manual Progress	
Inactive Task		Start-only			
Inactive Milestone		Finish-only			



Project: COVID-19 Remote Wo Date: Wed 7/8/20	Task		Inactive Summary		External Tasks	
	Split		Manual Task		External Milestone	
	Milestone		Duration-only		Deadline	
	Summary		Manual Summary Rollup		Progress	
	Project Summary		Manual Summary		Manual Progress	
	Inactive Task		Start-only			
	Inactive Milestone		Finish-only			



Project: COVID-19 Remote Wo
Date: Wed 7/8/20

Task

Split

Milestone

Summary

Project Summary

Inactive Task

Inactive Milestone

Inactive Summary

Manual Task

Duration-only

Manual Summary Rollup

Manual Summary

Start-only

Finish-only

External Tasks

External Milestone

Deadline




















Progress

Manual Progress

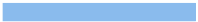


















Resource Names	% Complete	22	24	26	28	30	April 2020	1	3	5	7
K.,M. D.	0%				K.,M. D.						
Sys Admin Team	0%				Sys Admin Team						
	63%										
DJ	100%			DJ							
K.	100%			K.							
DJ,K. C.	25%			DJ,K. C.							
	0%										
K. C.	0%				K. C.						
A. S.	0%				A. S.						
Sys Admin Team	0%				Sys Admin Team						
Sys Admin Team	0%				Sys Admin Team						
	0%										
Amanda Bergamo,Lisa Hogan,Sandi Hazlett,Steve Wade	0%				Amanda Bergamo,Lisa Hogan,Sandi Hazlett,Steve Wade						
Communications Team	0%				Communications Team						
Communications & HR teams	0%				Communications & HR teams						
Communications Team	0%				Communications Team						
Kirk Plyler,Lisa Hogan,Mike DeCoursey	0%				Kirk Plyler,Lisa Hogan,Mike DeCoursey						

Project: COVID-19 Remote Wo Date: Wed 7/8/20	Task		Inactive Summary		External Tasks	
	Split		Manual Task		External Milestone	
	Milestone		Duration-only		Deadline	
	Summary		Manual Summary Rollup		Progress	
	Project Summary		Manual Summary		Manual Progress	
	Inactive Task		Start-only			
	Inactive Milestone		Finish-only			




















Resource Names	% Complete	22	24	26	28	30	April 2020 1	3	5	7
	0%						◆ 4/3			
Sys Admin Team,L.	0%						◆ 4/3			
Lisa Hogan,Sys Admin Team	0%						◆ 4/3			
Sys Admin Team	0%						◆ 4/3			
	0%									
Sys Admin Team	0%									
Sys Admin Team	0%									
Sys Admin Team	0%									
Sys Admin Team	0%									
Sys Admin Team	0%									
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Sys Admin Team	0%									
Sys Admin Team	0%									
Sys Admin Team	0%									
Sys Admin Team	0%									
Sys Admin Team	0%									
Sys Admin Team	0%									
Sys Admin Team	0%									
DJ,J. C.,D. N.	0%									
DJ,J. C.,D. N.	0%									

Project: COVID-19 Remote Wo Date: Wed 7/8/20	Task		Inactive Summary		External Tasks	
	Split		Manual Task		External Milestone	
	Milestone		Duration-only		Deadline	
	Summary		Manual Summary Rollup		Progress	
	Project Summary		Manual Summary		Manual Progress	
	Inactive Task		Start-only			
	Inactive Milestone		Finish-only			

Resource Names	% Complete	April 2020						
		22	24	26	28	30	1	3
DJ,J. C.,D. N.	0%							
	0%							
Sys Admin Team	0%							
Sys Admin Team	0%							
	0%							
Sys Admin Team	0%							
Sys Admin Team	0%							
Sys Admin Team	0%							
Sys Admin Team	0%							
Sys Admin Team	0%							
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Sys Admin Team	0%							
Sys Admin Team	0%							
	0%							
Sys Admin Team	0%							
Sys Admin Team	0%							
Sys Admin Team	0%							
DJ,J. C.,D. N.	0%							
DJ,J. C.,D. N.	0%							
DJ,J. C.,D. N.	0%							
	0%							

Project: COVID-19 Remote Wo Date: Wed 7/8/20	Task		Inactive Summary		External Tasks	
	Split		Manual Task		External Milestone	
	Milestone		Duration-only		Deadline	
	Summary		Manual Summary Rollup		Progress	
	Project Summary		Manual Summary		Manual Progress	
	Inactive Task		Start-only			
	Inactive Milestone		Finish-only			

Resource Names	% Complete	April 2020									
		22	24	26	28	30	1	3	5	7	
	0%										
S. W.	0%										S. W.
S.	0%										S.
P.	0%										P.
B.	0%										B.
J. O.	0%										J. O.
L.	0%										L.
J. A.	0%										J. A.
S. H.	0%										S. H.
A. C. D.	0%										A. C. D.
Sys Admin Team	0%										Sys Admin Team
Sys Admin Team	0%										Sys Admin Team
	0%										
K.,M. D.	0%										K.,M. D.
M. D.	0%										M. D.
M. D.	0%										M. D.
D. J.,J. C.,D. N.	0%										D. J.,J. C.,D. N.
D. J.,J. C.,D. N.	0%										D. J.,J. C.,D. N.

Project: COVID-19 Remote Wo Date: Wed 7/8/20	Task		Inactive Summary		External Tasks	
	Split		Manual Task		External Milestone	
	Milestone		Duration-only		Deadline	
	Summary		Manual Summary Rollup		Progress	
	Project Summary		Manual Summary		Manual Progress	
	Inactive Task		Start-only			
	Inactive Milestone		Finish-only			

Telecommuting Agreement

I. General Work Arrangement

1. This is an agreement between [Department Name] (“the department”) and [Employee’s Name] (“Employee”) to establish the terms and conditions for performing work at an alternate work site on a regular basis (e.g., on the same day every week, or on some routine basis).
2. This agreement begins on [Date] and continues until [Date]. This agreement will be reviewed every 30 days. This agreement may be modified or cancelled within seven (7) calendar days written notice. The following conditions apply:
 - a. Employee has been provided Unity^{BPO} PHI and HIPAA training and expectations for PHI and HIPAA requirements.
 - b. Employee’s telecommuting schedule is [specify days and hours. If it varies, please include those details].
 - c. Employee’s regular telecommuting site location is [location].
 - d. Employee’s regular non-work phone number (mobile or landline) is [telephone number].
 - e. Employee’s personal email address to be used if Unity email becomes inaccessible is [e-mail address].
3. While telecommuting, Employee will:
 - a. Remain accessible during the telecommute work schedule
 - b. Check in with the supervisor to discuss status and open issues
 - c. Always be available by Skype, MS Teams, or teleconferencing during scheduled time to work
 - d. Be available to come into the office if a business need arises with 24 hours’ notice
 - e. Request supervisor approval in advance of working any overtime hours (if employee is non-exempt)
 - f. Request supervisor approval to use vacation, sick, or other leave in the same manner as when working at Employee’s regular work location
 - g. Must show evidence that they have used their scheduled time productively
4. Employee’s duties, obligations, responsibilities, and conditions of employment with Unity remain unchanged except those obligations and responsibilities specifically addressed in this agreement. Job responsibilities, standards of performance, and adhering to Unity’s policies and procedures remain the same.
5. The parties acknowledge that this agreement may be evaluated on an ongoing basis to ensure that Employee’s work quality, efficiency, and productivity are not compromised by the telecommuting arrangement described herein. If performance is compromised, Unity reserves the right to either require return to Unity’s campus or utilize PTO, Leave without Pay (LWOP), and/or a formal Leave of Absence until conditions return to normal.
6. If employee is ill and unable to perform his or her job functions, evidence must be provided to the manager, per current company policy.
 - a. Illness, death of friends or family, an event which impairs their toolset used for work, emergency home repairs which require full attention, work location unusable for daily work, or any unplanned event that prohibits the employee from contributing a full day’s worth of work while remote

- When unavailable to work when scheduled, PTO must be used. If PTO is exhausted, supervisor approval is required for unpaid time off, or LWOP
 - In certain cases such as a Natural Disaster, pandemic, or National Emergency, Unity may make an exception to company policy on a case-by-case basis
7. Unscheduled absences will require use of PTO.

II. Safety & Equipment; Information Security

1. Employee agrees to maintain a safe, secure, and ergonomic work environment which is free from distractions and background noise (conversations, music, television, animals, etc.) and to report work-related injuries to Employee's supervisor at the earliest reasonable opportunity. Employee agrees to hold Unity^{BPO} harmless for injury to others at the alternate work site. Regarding space and equipment purchase, set-up, and maintenance for telecommuting purposes:
 - a. Employee agrees to protect all PHI and HIPAA according to the law, client, and Unity policy. Employees are prohibited from transmitting information from the employee's Unity email to a personal email for any purpose including but not limited to printing purposes.
 - b. Employee will send a photograph of their remote workspace meeting Unity requirements to their supervisor.
 - c. Employee is responsible for providing space, telephone, printing (only allowed for specific job roles and functions), networking, and/or Internet capabilities at the telecommute location, and shall not be reimbursed by the employer for these or related expenses. Internet access must be a DSL or Cable internet connection with a minimum bandwidth of 25 Mbps with latency not to exceed 100 milliseconds. DSL Modem or Cable modem must be in same room as work area for possible required wired connection to endpoint equipment. No peripheral equipment will be allowed (i.e., printers, USBs, or external drives).
 - d. Employee agrees to protect Unity-owned equipment, records, and materials from unauthorized or accidental access, use, modification, destruction, or disclosure. The precautions described in this agreement apply regardless of the storage media on which information is maintained, the locations where the information is stored, the systems used to process the information, or the process by which the information is stored.
 - e. Employee is financially responsible for damages and/or missing Unity-provided equipment.
 - f. Employee agrees to report to Employee's supervisor any incidents of loss, damage, or unauthorized access at the earliest reasonable opportunity.
 - g. In the event of technical issues which prevent the employee from performing job duties occur, the employee must notify his or her supervisor if the service or device impacted has not been restored in 5 minutes. Multiple and/or re-occurring issues will be logged to determine if the employee's workspace meets Unity requirements.
 - h. If determined that the telecommuting workspace, Internet, and/or equipment no longer meets Unity requirements, the employee must return to the office within 1 hour and work from the office. Telecommuting may not resume until the supervisor has approved to continue working away from the office.
2. With reasonable notice and at a mutually agreed-upon time, Unity management may make on-site visits to Employee's telecommute location to ensure that the designated work space is safe and free from hazards, provides adequate PHI and HIPAA protection and security of Unity property, and to maintain, repair, inspect, or retrieve Unity property.

3. Employee agrees to return Unity-owned equipment, records, and materials as directed and within the timeframe of this agreement. Within the timeframe provided, Employee must return Unity-owned equipment for inspection, repair, replacement, or repossession.
 - a. Employee agrees to return Unity-owned equipment, records, and materials as directed and within the timeframe of this agreement. Within the timeframe provided, Employee must return Unity-owned equipment for inspection, repair, replacement, or repossession.
4. Employee understands that Employee is responsible for tax consequences, if any, of this arrangement, and for conformance to any local zoning regulations.

I hereby affirm by my signature that I have read this Telecommuting Agreement and understand and agree to all of its provisions.

[Insert Employee's Name, Title]

Date

[Insert Manager's Name, Title]

Date

[Insert Director's Name, Title]

Date

Please send this signed agreement to HR for placement in Employee's personnel file. The employee and the supervisor should each keep a copy of this agreement for future reference.

Unity^{BPO}
New! Telecommuting Policy and Procedure
Interim W@H Program
Effective Date: March 27, 2020

Objective

Telecommuting allows employees to work at home, on the road, or in a satellite location for all or part of their workweek. This policy addresses both ad hoc telecommuting and Unity^{BPO}'s scheduled telecommuting program, W@H. Unity considers telecommuting to be a viable, flexible work option when both the employee and the job are suited to such an arrangement. Telecommuting may be appropriate for some employees and jobs but not for others. Telecommuting is not an entitlement, it is not a companywide benefit, and it in no way changes the terms and conditions of employment with Unity^{BPO}.

Procedures

Telecommuting can be informal, such as working from home for a short-term project or on the road during business travel, or a formal, set schedule of working away from the office as described below.

Any telecommuting arrangement made will be on a trial basis for the first 3 months and may be discontinued at will and at any time at the request of either the telecommuter or the organization. Every effort will be made to provide 30 days' notice of such change to accommodate commuting, childcare, and other issues that may arise from the termination of a telecommuting arrangement. There may be instances, however, when no notice is possible.

Telecommuting employees are required to comply with all procedures as described in the Telecommuting Agreement and as directed by their management.

Eligibility

Individuals requesting formal telecommuting arrangements must be employed with Unity^{BPO} for a minimum of 9 months of continuous, regular employment and must have a satisfactory performance record. Exceptions can be made for exceptional circumstances, such as COVID-19. All employees must satisfactorily complete the Work at Home (W@H) training before telecommuting.

Before entering into any telecommuting agreement, the employee and manager, with the assistance of the Human Resources department (HR), will evaluate the suitability of such an arrangement, reviewing the following areas:

- **Employee suitability.** The employee and manager will assess the needs and work habits of the employee, compared to traits customarily recognized as appropriate for successful telecommuters.
- **Job responsibilities.** The employee and manager will discuss the job responsibilities and determine if the job is appropriate for a telecommuting arrangement.
- **Equipment needs, workspace design considerations, and scheduling issues.** The employee and manager will review the physical workspace needs and the appropriate location for the telework.
- **Tax and other legal implications.** The employee must determine any tax or legal implications under IRS, state and local government laws, and/or restrictions of working out of a home-based office. Responsibility for fulfilling all obligations in this area rests solely with the employee.

If the employee and manager agree, and HR concurs, a draft telecommuting agreement will be prepared and signed by all parties, and a 3-month trial period will commence.

Evaluation of telecommuter performance during the trial period will include regular interaction by phone, instant messaging and e-mail between the employee and the manager, and bi-weekly face-to-face meetings to discuss work progress and problems. At the end of the trial period, the employee and manager will each complete The Telecommuting Evaluation form at which time recommendations for continuance will be documented. Evaluation of telecommuter performance beyond the trial period will be consistent with that received by employees working at the office in both content and frequency but will focus on work output and completion of objectives rather than on time-based performance.

An appropriate level of communication between the telecommuter and supervisor will be agreed to as part of the discussion process and will be more formal during the trial period. After conclusion of the trial period, the manager and telecommuter will communicate at a level consistent with employees working at the office or in a manner and frequency that is appropriate for the job and the individuals involved.

Management employees are not eligible for the W@H program. Management employees may discuss temporary, ad hoc telecommuting arrangements with their direct supervisor.

Equipment

On a case-by-case basis, Unity^{BPO} will determine, with information supplied by the employee and the supervisor, the appropriate equipment needs (including hardware, software, modems, phone and data lines, and other office equipment) for each telecommuting arrangement. Equipment supplied by the organization will be maintained by the organization. Equipment supplied by the employee, if deemed appropriate by the organization, will be maintained by the employee. Unity accepts no responsibility for damage or repairs to employee-owned equipment. Unity reserves the right to make determinations as to appropriate equipment, subject to change at any time. Equipment supplied by the organization is to be used for business purposes only. The telecommuter must sign an equipment checklist of all Unity property received and agree to take appropriate action to protect the items from damage or theft. Upon termination of employment, all company property will be returned to the company in good condition, unless other arrangements have been made. The employee will be held financially (including withholding wages) and criminally responsible for failure to return Unity's owned and/or leased equipment.

Unity will supply the employee with appropriate office supplies (pens, paper, etc.) as deemed necessary. Unity will also reimburse the employee for business-related expenses, such as phone calls and shipping costs, that are reasonably incurred in carrying out the employee's job and that have obtained the appropriate approvals prior to expenditure.

The employee will establish an appropriate work environment within his or her home for work purposes. Unity will not be responsible for costs associated with the setup of the employee's home office, such as remodeling, furniture, or lighting, nor for repairs or modifications to the home office space.

Security

Consistent with Unity^{BPO}'s expectations of information security for employees working at the office, telecommuting employees will be expected to ensure the protection of protected health information (PHI) as required by Health Insurance Portability and Accountability Act (HIPAA) regulations as well as company and client information accessible from their home office. Steps include the use of locked file cabinets and desks, regular password maintenance, and any other measures appropriate for the job and the environment.

Telecommuting employees are prohibited from allowing friends or family from using Unity-provided equipment. Employees are also prohibited from connecting any device to a printer, or from sending any Unity data to a

personal email account. Employees are required to satisfactorily complete all Unity-required Security training on a regular basis including but not limited to PHI and HIPAA training prior to beginning a W@H program.

Safety

Employees are expected to maintain their home workspace in a safe manner, free from safety hazards. Injuries sustained by the employee in a home office location and in conjunction with his or her regular work duties are normally covered by the company's workers' compensation policy. Telecommuting employees are responsible for notifying the employer of such injuries as soon as practicable. The employee is liable for any injuries sustained by visitors to his or her home worksite.

Telecommuting is not designed to be a replacement for appropriate childcare. Although an individual employee's schedule may be modified to accommodate childcare needs, the focus of the arrangement must remain on job performance and meeting business demands. Prospective telecommuters are encouraged to discuss expectations of telecommuting with family members prior to entering a trial period.

Time Worked

Telecommuting employees who are not exempt from the overtime requirements of the Fair Labor Standards Act will be required to accurately record all hours worked using the WTE time-keeping system. Hours worked in excess of those scheduled per day and per workweek require the advance approval of the telecommuter's supervisor. Failure to comply with this requirement may result in the immediate termination of the telecommuting agreement.

Employment Procedures

Telecommuting employees are expected to meet the same performance, attendance, service levels, and conduct in the W@H program as in the office. Unity^{BPO} managers will apply Unity's progressive discipline procedures to address employee issues in the W@H program as well as in the office.

Ad Hoc Arrangements

Temporary telecommuting arrangements may be approved for circumstances such as inclement weather, special projects or business travel. These arrangements are approved on an as-needed basis only, with no expectation of ongoing continuance.

Other informal, short-term arrangements may be made for employees on family or medical leave to the extent practical for the employee and the organization and with the consent of the employee's health care provider, if appropriate.

All informal telecommuting arrangements are made on a case-by-case basis, focusing first on the business needs of the organization.

Unity^{BPO} Employee Handbook

Telecommuters are expected to follow all applicable Policies and Procedures in the Unity^{BPO} Employee Handbook.

Unity^{BPO} Assigned Asset Agreement

Employee Name: _____

Department: _____

Manager Name: _____

Hire/ Asset Assignment Date: _____

To be completed immediately upon receipt of equipment.

Equipment Description	Value	Number Issued	Condition		(Check-Out) Employee Initials
			New	Good	
Laptop and Charger	\$800				
Docking Station	\$200				
USB Mouse	\$10				
Wireless Mouse	\$25				
USB Keyboard	\$15				
Wireless Keyboard	\$50				
Headset	\$220				
Ethernet Patch Cable	\$10				
Monitor and Power Cord	\$225				
HDMI Cable	\$10				
Mini Display Port Cable	\$10				
Mounting Bracket	\$350				

Statement of Financial Responsibility:

Employee acknowledges the following:

- Employee agrees in good faith to protect Unity^{BPO}-owned (or leased) equipment, records, and materials from unauthorized or accidental access, use, modification, destruction, or disclosure.
- Employee accepts sole financial responsibility for damaged and/or missing Unity-assigned equipment (listed above).
- Employee agrees in good faith to report to Employee's supervisor any incidents of loss, damage, or unauthorized access at the earliest reasonable opportunity.
- Employee agrees in good faith to return all Unity^{BPO}-owned equipment free of damage within 3 days of termination.
- Employee understands and agrees that Unity has right to deduct up to the full value stated above for missing or damaged equipment from the employee's pay.
- Employee acknowledges that should Employee fail to return the equipment, Unity at its sole discretion may engage the appropriate law enforcement agencies.

I hereby affirm by my signature that I have read this Assigned Asset Agreement and understand and agree to all of its provisions.

Acknowledgment: (To be signed upon Hire or assignment of assets)

[Insert Employee's Name]

Date

[Insert Manager's Name]

Date

To be completed immediately upon return of equipment.

Equipment Description	Value	Number Issued	Condition		(Check-in) Employee Initials
			Good	Damaged/ Missing	
Laptop and Charger	\$800				
Docking Station	\$200				
USB Mouse	\$10				
Wireless Mouse	\$25				
USB Keyboard	\$15				
Wireless Keyboard	\$50				
Headset	\$220				
Ethernet Patch Cable	\$10				
Monitor and Power Cord	\$225				
HDMI Cable	\$10				
Mini Display Port Cable	\$10				
Mounting Bracket	\$350				

Acknowledgment: (To be signed Upon Return and/or Termination)

[Insert Employee's Name]

Date

[Insert Manager's Name]

Date

Please send this signed agreement to HR for placement in Employee's personnel file. The employee and the supervisor should each keep a copy of this agreement for future reference.

COVID-19 Crib Notes



March 20, 2020



<https://cv.nmhealth.org/>



1-855-600-3453

Coronavirus Hotline

(where you can discuss your risk
and if you should be tested)



1-833-551-0518

*For non-health related COVID-19
questions*



Urban Health
Vulnerability Index

<https://covid.rs21.io/>

Cool website made by a
Unity partner, RS21 for one-
stop overview of COVID-19
resources



[https://unitybpo.sharepoint.com/sites/Communications/Pages/
UnityPeople/HR-Corner.aspx](https://unitybpo.sharepoint.com/sites/Communications/Pages/UnityPeople/HR-Corner.aspx)

Unity employee portal's
UnityPeople tab for the
latest on HR policies



A Provider & Patient Engagement Company

need HR?

HR contacts for making
appointments



HR@unitybpo.com



505-346-4929

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505-346-4929

April 1, 2020

Welcome to the beta version of Unity's W@H program. For your reference, you'll find accompanying this letter are hard copies of the tip sheets that you have on your laptop's desktop and a copy of the training you received in the Skype session. These documents can also be found on the Unity Employee Portal (<http://portal.unitybpo.com/>) in the UnityPeople tab in case you would like to access the active version of the links to websites listed for additional help, particularly the support documentation for the Jabra headsets. Kirk Plyler, Unity's technical architect, has also created a video posted on Microsoft Stream to help you set up and use your Unity laptop and headset (<https://web.microsoftstream.com/video/a4bec0c4-6498-43e5-b017-5cf1ceb791c0>).

The executive team has taken this step of "insta-" W@H because we need to keep supporting our clients' healthcare providers at the same time we need to increase social distancing in the Clifford Plaza building. You are involved in a pilot of an interim version of the W@H program we hope to build out more permanently throughout the rest of this year. We will find any feedback you would like to contribute invaluable. You will be receiving some surveys very soon soliciting your input—you may also at any time send messages about W@H and what you need to support YOU to UnityPeople@unitybpo.com.

Now that you are at home, please continue observing the CDC and NM DOH guidelines for staying healthy during the novel coronavirus pandemic. Wash your hands at least a half-dozen times a workday, cough into your elbow, keep your distance from other people who are coughing or sneezing, and stay home. Monitor yourself and those around you for symptoms of COVID-19. Included in this W@H packet is a chart I found helpful in summarizing the differences in symptoms for COVID-19 as compared to other common illnesses.

Also, I recognize this is a stressful time for everyone. No matter what your W@H stress is—school-aged children underfoot, a partner with too much time on his or her hands, needy pets—remember that we have a corporate-wide Employee Assistance Program (EAP) that you can call at any time of the day or night, completely free of charge, no matter how many times you call. Unity employees and their immediate family members living in the same household can use this benefit to talk to counselors specializing in a wide range of concerns. That number is 505-254-3555 (toll-free 1-866-254-3555 if your area code is not 505).

I look forward to hearing your thoughts about our brave new world of W@H.

Sincerely,



Stephen V. Wade
Unity^{BPO} President/CEO

W@H – Service Desk Analyst Setup Checklist

- ☐ Please set up equipment within **1 hour** of receiving it.
- ☐ Please remember to attend your assigned training time.
- ☐ Physical hardware setup:
 - Wired Network Connection to Cable/DSL Modem or Router
 - External Keyboard / Mouse
 - Headset
 - External Monitor
- ☐ Log in to the VPN, which will then log you into Windows.
- ☐ ShoreTel
 - Complete the ShoreTel Setup wizard (directions are in the Setting Up ShoreTel Tip Sheet document on your laptop's desktop).
 - Complete test calls to confirm 2-way audio. Text your manager to let him or her know you are going to call.
 - Place Outbound Call – Call your manager to verify audio quality.
 - Take Inbound Call – Your manager calls 505-346-4900 then dials your extension (which is your agent ID). If you have a DID, call that number. Verify audio quality.
 - Confirm Caller ID Changer – Confirm that you can change your outbound caller ID.
- ☐ GBS Desktop – Log in to GBS Desktop. Follow the steps to disable auto-launch of ShoreTel if needed. Steps are in the Setting Up ShoreTel Tip Sheet.
- ☐ Client Toolsets – Log in to client toolset environments using VMWare View, RDP, Citrix, etc.
- ☐ Log in to Skype for Business on local computer.
- ☐ Log in to Microsoft Teams on local computer.

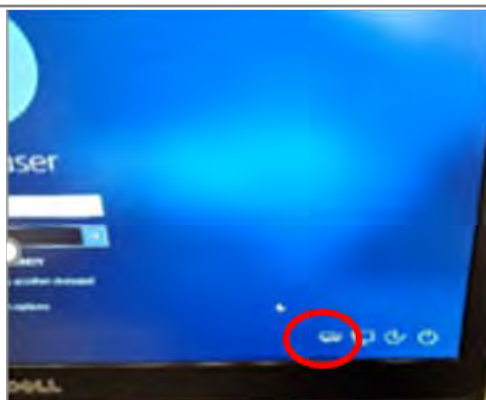
Issues???

Email ITHelp@UnityBPO.com or call 1-866-53-UNITY (1-866-538-6489), Option 5

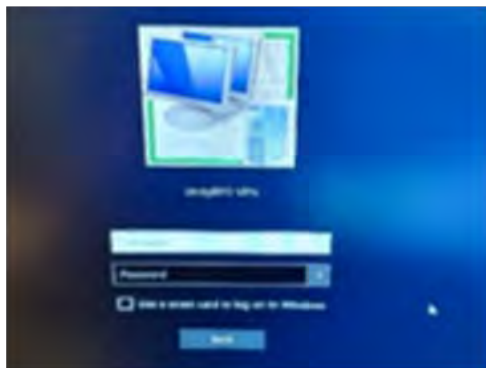
Go Home, Set Up, & See If You Can Connect!



1. Connect to your network using an Ethernet cable running from your router to your laptop.
2. Power up your laptop.
3. Press CTRL + ALT + DEL.



4. Click the icon with two monitors at the bottom-right of your screen to access the sign-on screen for the VPN.



5. On the VPN sign-on screen, enter your Unity^{BPO} username (e.g., Palmer.Luckey), then enter your Unity^{BPO} password. The VPN takes a few minutes to connect.



You'll find additional tips, documentation, and guidance to help you with the transition to W@H.

6. Do your happy dance because you are in your Windows desktop.
If not, here are the IT Help contacts for getting up and running:



ITHelp@unitybpo.com



1-866-538-6489
(866-5Unity), Option 5

Setting up ShoreTel Tip Sheet



- Click **ShoreTel Communicator** on your desktop.
- A wizard will pop up with fields to complete. Hit **Next** until you are asked for the server name. Enter “ippbx.unitybpo.com” in that field, then click **Next**.
- The username and password will be greyed out with your username. You will click **Next** until you see the **Finish** button. Click **Finish**.
- Another box will pop up. It will ask you to enter your agent ID number (that is the same as your extension number on your phone.) If you don’t know your agent number, please contact your Tier 2 or your manager.
- Enter your password. The password “changeme” is in all lower-case letters. Enter the server’s IP address—172.29.0.91. Click **ok**.
- Once you’ve successfully logged into ShoreTel, click the **Primary Phone** button and select **Softphone**. You will be using the Softphone when working remotely rather than the handset at your desk.
- You should see on the second toolbar the Standard Agent toolbar. It should show you are connected to the Contact Center.
- On the desktop you will see GBS Desktop Multi and GBS Desktop Single.
- Click **GBS Desktop Single** to launch a single desktop (monitor) connection.
- Enter your password which is your standard Unity^{BPO} password. It will take a few minutes to set you up your desktop.
- When you get into GBS Desktop, all your documents and icons to remote tools will be there just like they are on your computer at your desk.



Note: It’s imperative you do NOT launch ShoreTel Communicator in GBS Desktop when you are working remotely. You should be using only the local ShoreTel application installed on your laptop. If ShoreTel is set to auto-launch with Windows in GBS Desktop, go into Options and turn that off. The setting is under Options → Customization → “Start ShoreTel Communicator when you log on to Windows”. Deselect that option.

Need Help?

If you have any issues please let your Tier 2 or manager know first—then you will be instructed to send an email to ITHelp@unitybpo.com.

If you have an emergency IT issue, please call 1-866-53-UNITY (1-866-538-6489) and press option 5.



Jabra Pro 9450 Duo



Need additional support?

<https://www.jabra.com/supportpages/jabra-pro-9450#/#9450-69-707-105>

HANDOUT


Jabra GN

Jabra Pro 9400 Series Wireless Headsets

A premium wireless headset with connectivity with up to three phones simultaneously to increase employee productivity.

Never miss a call

Our Jabra Pro 9400 Series is perfect for advisors, consultants, emergency services, lawyers, private bankers, real estate agents and traders who can't afford to miss a call.

Connects to up to 3 phones

Manage all your calls from one wireless headset. Works with desk phone, softphone, smartphone or tablet.

Maximum wireless freedom

Wireless DECT technology lets you roam up to 150m/490 ft away from the desk, without dropping the call. Answer and end calls remotely while multitasking around the office. With up to 10 hours' talk time, battery life is optimized to ensure important calls can be handled around the office throughout your working day.

Secure DECT certified

Secure DECT certified to protect against eavesdropping, the Pro 9400 Series is our most secure DECT wireless headset. The Jabra patented headset-to-base pairing process avoids risky pairing over the air to protect your conversations.

Outstanding sound quality

With best-in-class noise-cancellation and acoustic protection, your calls will sound great - even in the noisiest of offices.



Works with desk phone, softphone, tablet and smartphone

Certified:



Reasons to choose

Jabra Pro 9400 Series wireless headsets

- Crystal clear conversation even in noisy offices
- Walk and talk up to 150m/490ft from the desk
- Up to 10 hours' talk time
- Multi-device connectivity, flexibility and mobility
- Secure DECT certified



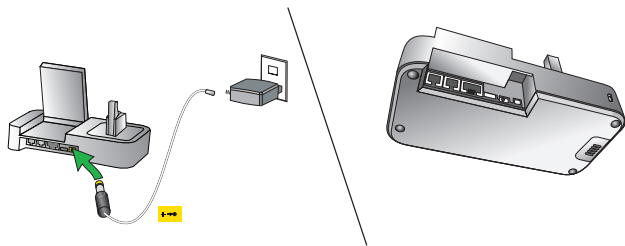
Jabra Pro 9450



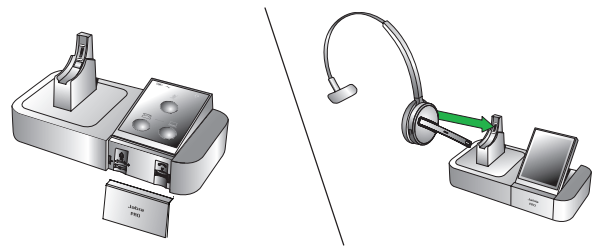
Jabra Pro 9465

Jabra Pro 9400 Series - Quick Start Guide

01 How to connect

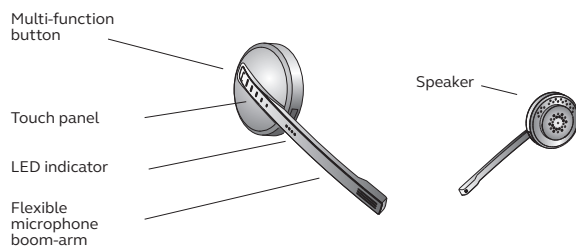


Connect stand with AC adaptor provided. Headset charges when connected properly.



User-friendly touch screen on Jabra Pro 9470, 9465 and 9460 models and touch pad on Jabra Pro 9450.

02 How to use



Jabra Pro 9465, 9460 and 9450 flex models feature flexible boom arms for microphone adjustment. The Jabra Pro 9470 has a Mono variant available.



Features an ultra noise-canceling microphone for crystal clear conversations and a touch panel to control calls directly from the headset.

Features and specifications



Jabra Pro 9470



Jabra Pro 9465



Jabra Pro 9460



Jabra Pro 9450

Work Space	At office desk	•	•	•	•
	Around office	•	•	•	•
Connectivity	Desk phone	•	•	•	•
	Softphone	•	•	•	•
	Mobile	•	•		
	Tablet	•	•		
Wireless Technology	DECT	•	•	•	•
	Bluetooth®	•	•		
Touch	Touchscreen	•	•	•	
	Touchpad				•
Build	Flexible Boom Arm		•	•	•**
	Mono	•		•	•
	Duo		•	•	•
Wearing Style	Headband	•	•	•	•
	Earhook (Mono only)	•		•	•
	Neckband (Mono only)	•		•**	•**
Cable	Wireless	•	•	•	•

* Variant dependent

** Available as an accessory



COVID-19 COMPARISON

CORONAVIRUS vs. COLD vs. FLU vs. ALLERGIES

SYMPTOMS	COVID-19*	COLD	FLU	ALLERGIES
Fever	Common (100F or higher)	Rare	High (100-102F, can last 3-4 days)	No
Headache	Sometimes	Rare	Intense	Sometimes
General aches, pains	Sometimes	Slight	Common (often severe)	No
Fatigue, weakness	Sometimes	Slight	Common (often severe)	Sometimes
Extreme exhaustion	Sometimes (progresses slowly)	Never	Common (starts early)	No
Stuffy nose	Rare	Common	Sometimes	Common
Sneezing	Rare	Common	Sometimes	Common
Sore throat	Rare	Common	Common	No
Cough	Common	Mild to moderate	Common (can become severe)	Sometimes
Shortness of breath	In more serious infections	Rare	Rare	Common
Runny nose	Rare	Common	Sometimes	Common
Diarrhea	Sometimes	No	Sometimes**	No

* Information is still evolving ** Sometimes for children

Work @ Home Training

March 2020

Outcomes for this training



PREPARING FOR
WORK AT HOME



EXPECTATIONS FOR
AGENTS



HIPAA



TELECOMMUTING
AGREEMENT

Preparing



SUCCESS NEEDS
PREPARATION



- Get started early
 - "Get fully ready for the day and pretend you're actually going to work. Otherwise, you might find yourself back in bed."
- Choose a dedicated Workspace
- Breaks and Lunches

Expectations for working from home



Your Manager Will...

- Touch bases with you multiple times a day
- Will be monitoring your daily metrics
- Will be doing live and recorded call listening
- Will also be in SKYPE daily



HIPAA

What is HIPAA?

- **HIPAA:** Acronym that stands for the Health Insurance Portability and Accountability Act, a U.S. law designed to provide privacy standards to protect patients' medical records and other health information provided to health plans, doctors, hospitals, and other health care providers.
- **What does this mean for you?**
You have access to sensitive and privileged healthcare information along with Social Security Numbers, Addresses, Dates of Birth, and other demographic information.
You have a moral and legal obligation to protect that information.

HIPAA *Cont.*

HIPAA Privacy and HIPAA Security Rules

According to the [U.S. Department of Health and Human Services](#) (HHS), the [HIPAA Privacy Rule](#), or Standards for Privacy of Individually Identifiable Health Information, establishes national standards for the protection of certain health information. Additionally, the [Security Rule](#) establishes a national set of security standards for protecting specific health information that is held or transferred in electronic form.

The Security Rule operationalizes the Privacy Rule's protections by addressing the technical and nontechnical safeguards that covered entities must put in place to secure individuals' electronic PHI (e-PHI). Within HHS, the Office for Civil Rights (OCR) is responsible for enforcing the Privacy and Security Rules with voluntary compliance activities and civil money penalties.

Private Health Care Information



NAMES



EMAIL ADDRESSES



BIRTHDAYS



ADDRESSES



PHONE NUMBERS



PHOTOGRAPHS



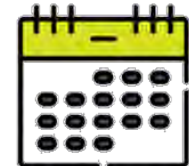
TEST RESULTS



MEDICAL RECORD NUMBERS



SOCIAL SECURITY NUMBERS



ADMISSION/DISCHARGE DATES

WHAT IS PHI?



HIPAA *Cont.*

HIPAA Compliance and HITECH

- To help ensure HIPAA compliance, the U.S. government passed a supplemental act, The Health Information Technology for Economic and Clinical Health (HITECH) Act, which raises penalties for health organizations that violate HIPAA Privacy and Security Rules. The HITECH Act was put into place due to the development of health technology and the increased use, storage, and transmission of electronic health information.

HIPAA *Cont.*

Why is HIPAA important

- HIPAA allows you to deem who may speak on your behalf. If you were to get in an accident and were unable to communicate, it is crucial that a trusted individual(s) be able to represent you. Some misled entities will tell you that you may only have one individual representing you but that is not true; you may designate as many people as you want to be your voice.
- Under HIPAA, everyone has complete access to a copy of his or her personal medical records. This is a given right and no institution can deny that. The only catch to this law is entities are entirely permitted to charge for this so they may try to charge ridiculous prices.
- HIPAA was designed to protect patients and their confidentiality. Every healthcare institution is required to have a compliance department so if you feel there is a compliance concern or breach of data, contact this department to resolve your issue.

Extra things you can do?



- Do the HIPAA Training.
 - Go to <http://www.prohipaa.com/en/training>

Knock, knock
Who's there?
HIPAA
HIPAA who?
Sorry, I can't
tell you that...

Telecommuting Agreement



Equipment

Videos



Financial Responsibility



Tip Sheet





Questions??

APPENDIX F - SIGNAGE

No. Spraying alcohol or chlorine all over your body will not kill viruses that have already entered your body. Spraying such substances can be harmful to clothes or mucous membranes (i.e., eyes, mouth). Be aware that both alcohol and chlorine can be useful to disinfect surfaces, but they need to be used under appropriate recommendations.



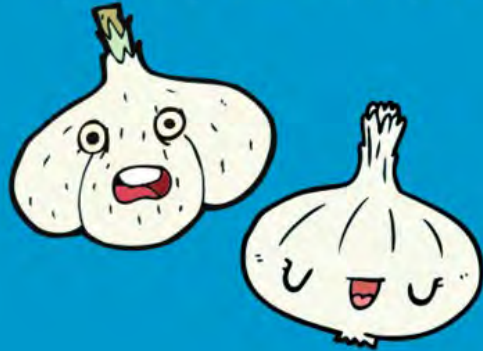
#2019nCoV

Can spraying alcohol or chlorine all over your body kill the new coronavirus?



Garlic is a healthy food that may have some antimicrobial properties. However, there is no evidence from the current outbreak that eating garlic has protected people from the new coronavirus (2019-nCoV)

Can eating garlic help prevent infection with the new coronavirus?



Most of the people who catch COVID-19 can recover and eliminate the virus from their bodies. If you catch the disease, make sure you treat your symptoms. If you have cough, fever, and difficulty breathing, seek medical care early – but call your health facility by telephone first if possible. Most patients recover thanks to supportive care.

FACT:

You can recover from the coronavirus disease (COVID-19). Catching the new coronavirus DOES NOT mean you will have it for life.



World Health
Organization

#Coronavirus #COVID19

**Frequent or
excessive alcohol
consumption** can
increase your risk
of health problems.

FACT:

Drinking alcohol
DOES NOT protect you
against COVID-19 and
can be dangerous



#Coronavirus **#COVID19**

Hand-washing technique with soap and water



1
If it weren't for your maturity, none of this would have happened



2
If you weren't so wise beyond your years, I would've been able to control myself



3
If it weren't for my attention, you wouldn't have been successful and if



4
If it weren't for me, you would never have amounted to very much



5
Ooh, this could be messy



6
But you don't seem to mind, and



7
Ooh, don't go telling everybody



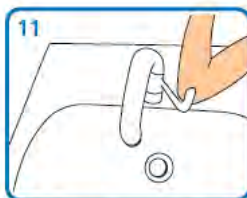
8
And overlook this supposed crime



9
Well, fast forward to a few years later



10
And no one knows except the both of us



11
And I have honored your request for silence



12
And you've washed your hands clean of this



13
You're essentially an employee and I like you having to depend on me

Create your own
<https://washyourlyrics.com>

Hands Clean
Alanis Morissette

Adapted from National Health Service, who adapted from the World Health Organization **Guidelines on Hand Hygiene in Health Care**.

Created under the Open Government License. See <http://www.nationalarchives.gov.uk/doc/open-government-licence/version/3/> for details

No. Spraying alcohol or chlorine all over your body will not kill viruses that have already entered your body. Spraying such substances can be harmful to clothes or mucous membranes (i.e., eyes, mouth). Be aware that both alcohol and chlorine can be useful to disinfect surfaces, but they need to be used under appropriate recommendations.



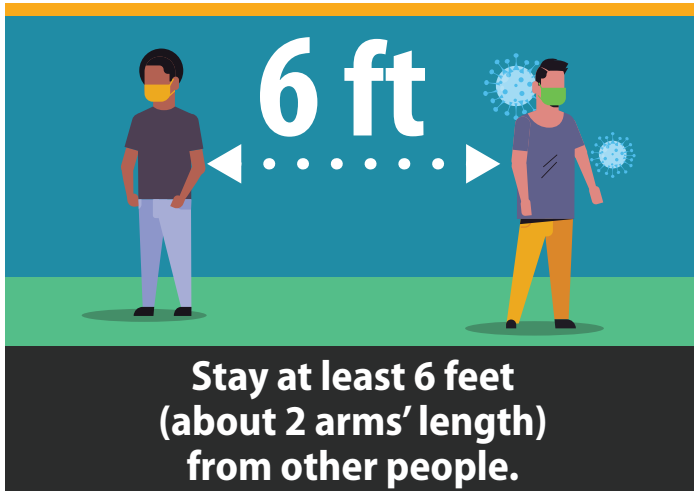
#2019nCoV

Can spraying alcohol or chlorine all over your body kill the new coronavirus?



Stop the Spread of Germs

Help prevent the spread of respiratory diseases like COVID-19.



cdc.gov/coronavirus

APPENDIX G - PRESS RELEASES

New Mexico Organizations Rally to Create Emergency Supply Collaborative

Few people have been left unimpacted by the COVID-19 virus and New Mexico residents are no exception. As a result, New Mexico citizens and organizations have banded together to respond to and assist with relief efforts.

The Air Force Research Laboratory (AFRL) Tech Engagement Office is leading an effort called the NM COVID-19 Emergency Supply Collaborative. The collaborative brings together multiple entities within the State of New Mexico whose mission is to connect New Mexico medical and health providers with solutions and capabilities from across the state.

AFRL and its partners have led the development of a website (<https://www.nmcovid19.org/>) that functions to better understand needs of medical professionals and discover potential solutions, matching needs with donations and at-cost, low-cost, and reasonable-cost supplies.

In addition to the development of the website, the Collaborative connects the State's healthcare needs with available resources and information also gathered through the website to. This need-matching specifically includes the State of New Mexico and local emergency managers' ongoing efforts to accommodate immediate requests for FDA-approved Personal Protective Equipment (PPE) from healthcare providers on the front lines of this public health emergency.

The New Mexico COVID-19 Emergency Supply Collaborative is being led by AFRL's Economic Development Director, Gabe Mounce, with support from staff at AFRL's intermediary partner, New Mexico Tech.

"The New Mexico Emergency Supply Collaborative is an alliance between several New Mexico organizations that are working to step up and respond to the challenges we're facing," Mounce said. "The collaborative includes a diverse group that ranges from state and congressional delegation staffers, to national laboratories, to prominent New Mexico universities, and to private business."

Entities that are involved in the Collaborative include:

Air Force Research Laboratory	University of New Mexico
Office of Gov. Michelle Lujan Grisham	Northern New Mexico College
Sen. Tom Udall's staff	New Mexico State University
Sen. Martin Heinrich's staff	New Mexico Technology Council
Congressman Ben Ray-Lujan's staff	New Mexico Business Coalition
Congresswoman Deb Haaland's staff	NM Manufacturing Extension Partnership
FUSE Maker Space	Unity ^{BPO}
Sandia National Laboratories	SiviSoft
New Mexico Institute of Mining and Technology	Protect NM

Members of the Collaborative convene daily to discuss the needs requested by healthcare providers as well as to facilitate collaborations with suppliers, manufacturers, and individuals who may have the capability to meet said needs.

“The collaboration is basically the solution to the question: how do we make sure we're matching what the community can provide with the needs of the healthcare professionals,” Mounce said. “We as the collaborative facilitate the needs to be met with solutions.”

The website is designed to organize two types of response: health care providers with needs and entities who can supply products or services that might meet those needs.

Response and survey options are broken down into five more specific categories based upon the two types.

Based on metrics from data analytics for NM COVID-19 Emergency Supply Collaborative the highest ranking need among responding healthcare organizations is N-95 respirators. Needs for sanitization products, gloves, masks, and other protective equipment follow, in that order.

There has been an outpour of responses that range from healthcare professionals who are working every day to ensure the well-being of their community to organizations that are ready to help in any way they can.

The website has seen roughly 4,000 unique hits. The majority of responses have been from New Mexico, but the site has seen traffic from across the country.

In addition to the work that AFRL is conducting with the Emergency Supply Collaborative, they are conducting unique research endeavors in the hopes of contributing to stopping the spread of the novel coronavirus.

<https://www.heinrich.senate.gov/press-releases/heinrich-touts-new-covid-19-emergency-supply-collaborative-to-connect-nm-medical-providers-with-solutions>

Heinrich Touts New COVID-19 Emergency Supply Collaborative To Connect N.M. Medical Providers With Solutions

Senator Heinrich joins AFRL to deliver face shields to the Albuquerque VA Hospital

Friday, May 1, 2020

ALBUQUERQUE – U.S. Senator Martin Heinrich (D-N.M.) lauded the creation of the New Mexico COVID-19 Emergency Supply Collaborative, an effort to provide New Mexico health care providers and medical professionals with the resources they need to address the COVID-19 crisis. The collaborative recently launched [its website](#), which functions as a collection point for up-to-date information on resource supplies and demand, and a platform to connect medical professionals to the services they require. The website is: www.nmcovid19.org.

The New Mexico COVID-19 Emergency Supply Collaborative was developed to assess the current needs of local medical professionals and connects them to a number of resources across the state, such as manufacturers and suppliers of medical equipment, in order to mobilize real-time solutions that can assist with health care providers' lack of critical resources. The collaborative, led by the Air Force Research Laboratory (AFRL), includes a diverse range of participants including Senator Heinrich and the entire federal delegation, the State of New Mexico, Sandia National Laboratories, several New Mexico universities, and local manufacturers. A full list of partners is available [here](#).

“For New Mexico to be able to address the COVID-19 crisis head on, we must bring all of our resources to bear in a coordinated effort to address the public health challenges at hand. This includes getting our health care workers personal protective equipment and other resources they may need while they fight on the front lines of this pandemic,” said Heinrich. “I am proud to be a part of the New Mexico COVID-19 Emergency Supply Collaborative alongside the AFRL and other partners to help consolidate and coordinate our response efforts. I will continue fighting to secure the resources and equipment we need for an effective and lifesaving public health response.”

On Thursday, April 30, Senator Heinrich joined Gabe Mounce, Director of AFRL's Space Accelerator Program, in [delivering face shields to the Albuquerque VA Hospital](#). Senator Heinrich played a key role in working with the AFRL and the National Security Agency's Laboratory for Physical Sciences to have the masks 3-D printed and made available for the hospital.

"Throughout this unprecedented public health crisis, my staff and I have been working around-the-clock to connect the dots and facilitate the delivery of critical supplies like personal protective equipment to health providers who need them most all across New Mexico. I am grateful to the Air Force Research Lab and the National Security Agency's Laboratory for Physical Sciences for helping coordinate this donation of face shields to Albuquerque's VA Hospital. I will keep doing everything in my power to secure the funding and resources our frontline health care workers and first responders need to continue their lifesaving work," said Heinrich.

"A special thanks goes to all the Collaborative partners who are working behind the scenes to assist state and local efforts to address needs in the medical community related to this COVID pandemic. We are very glad to be supported by Senator Heinrich and the entire New Mexico congressional delegation in this effort," said Mounce.

Learn more about the New Mexico COVID-19 Emergency Supply Collaborative at www.nmcovid19.org.